



AGENCY PROMOTIONAL EXAMINATION

**DEPARTMENT OF SOCIAL SERVICES
SOCIAL SERVICES INVESTIGATOR (CHILD SUPPORT)**

ANNUAL SALARY: \$53,194 \$66,423	SALARY GROUP: SH 20	APPLICATION CLOSING DATE: JUNE 12, 2014	EXAM NO: 140850APFD
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SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Department of Social Services, this class is accountable for independently performing a full range of tasks in investigations to the enforcement of child support obligations.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY CURRENT EMPLOYEE OF THE DEPARTMENT OF SOCIAL SERVICES WHO BY **JUNE 12, 2014 HAS PERMANENT STATE STATUS*, SIX MONTHS SERVICE IN THE DEPARTMENT OF SOCIAL SERVICES, AND THE FOLLOWING EXPERIENCE AND TRAINING:***

GENERAL EXPERIENCE: Five years of experience in the investigation of real and personal assets related to child support obligations.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one half year of experience to a maximum of four years for a Bachelor's Degree. (2) For state employees, one year as a Connecticut Career Trainee with the target class of Social Services Investigator (Child Support) substitutes for the General Experience. (3) For state employees, one year as a Social Services Investigator (Fraud and Resources) may be substituted for the General Experience. (4) For state employees, two years as an Eligibility Services Worker may substitute for the General Experience.

SPECIAL REQUIREMENTS: (1) Travel to DSS sub-offices, state courts and administrative state agencies may be required. (2) Incumbents in this class may be required to possess and retain a valid Motor Vehicle Operator's license.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of public assistance programs concerning children and the financial obligations related to these programs; knowledge of investigatory methods and techniques; knowledge of and ability to interpret and apply relevant agency policies and procedures; knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; knowledge of economic, social and health problems affecting family security; knowledge of property ownership, personal finances, paternity and child support issues; knowledge of court procedures and related legal instruments; some knowledge of legal terminology; skill in conducting investigations; interpersonal skills; oral and written communication skills; interviewing skills; ability to understand and interpret legal and financial documents; ability to prepare reports; ability to perform arithmetical computations; ability to negotiate settlements with legally liable party; ability to utilize computer software and systems.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

- APPLICANTS MUST SUBMIT:**
- (1) Completed Application Form (CT-HR-12)**
 - (2) Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Social Services Investigator (Child Support) include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Social Services Investigator (Child Support) cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1) Experience conducting investigations.** Describe your experience conducting investigations (gathering, analyzing and evaluating information). Be specific about the types of investigations you conducted, the specific role you played in the investigations, the reason for the investigations and the outcomes. Detail any experience you have in the investigation of real and personal assets related to the enforcements of child support obligations. Also describe any other experience you have in the areas of child support services. Include details about the application of appropriate laws and policies, the kind of information obtained through interviews, research of documents and computer records and how the information is used. **(2) Eligibility Requirements Experience.** Describe your experience making eligibility determinations for public assistance programs. Describe the programs you worked with, steps taken and types of decisions made; also include information on the financial obligations related to these programs. **(3) Written/oral communication skills.** Please describe the nature and purpose of any correspondence, reports, narratives or publications that you have had responsibility for preparing and for whom they were prepared. Describe investigation reports you have written. Also, describe any public speaking experience you have had (i.e., giving talks or lectures to groups, and/or professional presentations at work), the purpose of your contact and the audience(s) addressed. Include any experience you have in testifying at hearings or before committees. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1) Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process.** **(2) Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name).** **(3) Do not include materials other than those requested above.** **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by June 12, 2014.** **(5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2910). If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** **(6) Due to the large number of applications received, we cannot confirm receipt of applications.** **(7) Examination scores will be mailed by July 31, 2014.** **(8) A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Department of Social Services.

**For employees in the classified service, permanent status is obtained after successful completion of a working test period. For employees in the unclassified service, permanent status is obtained after serving in a position for at least six months (full time or full time equivalent).*

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.