



STATEWIDE PROMOTIONAL EXAMINATION

SOCIAL SERVICES OPERATIONS MANAGER

ANNUAL \$81,829 SALARY APPLICATION CLOSING EXAM
SALARY: \$104,954 GROUP: MP 65 DATE: MAY 18, 2013 NO: 130530SPDM

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Department of Social Services, within a designated regional operation or the central processing operation this class is accountable for managing a broad based service delivery system, consisting of numerous departmental social services programs available to communities and individuals.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY CURRENT STATE EMPLOYEE WHO BY MAY 18, 2013 HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE*, SIX MONTHS STATE SERVICE, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Nine years of professional experience in the delivery and/or planning of social services programs and/or policies. [Note: Social services programs are a range of public services provided by or funded by federal, state or local government organizations to assist the disabled, disadvantaged or elderly. Some examples of social services programs are temporary financial assistance programs, healthcare assistance programs (e.g., Medicaid, Medicare, Husky), housing and energy assistance programs, nutritional assistance programs (e.g., SNAP), child or adult care assistance programs, social security income (SSI) and child support.]

SPECIAL EXPERIENCE: Two years of the General Experience must have been in a supervisory or consultative capacity with programmatic and administrative responsibilities...[Note: For State employees the Special Experience is interpreted at the following level: Eligibility Services Supervisor, Social Services Investigations Supervisor, Social Work Supervisor, Quality Control Supervisor, Fair Hearings Officer, Social Services Program Assistance Specialist, Public Assistance Consultant or Lead Planning Analyst.]

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) A Master's degree in a related field may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of social services programs and social services administration; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of and ability to apply management principles and techniques; knowledge of community organizations and social services agencies; knowledge of grants administration; knowledge of personnel policies and applicable collective bargaining agreements; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to interpret complex written material (including legal narratives, laws and program regulations) and assess impact on programmatic goals.

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) Supplemental Examination Material (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 supplemental examination materials as detailed below. Applicants who do not submit the required application and 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 Operations Manager, 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 Operations Manager 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 coordinating, planning, delivering and managing Social Services programs and operational procedures. Describe your experience monitoring, analyzing and evaluating program activities, to determine effectiveness and quality of service. Be specific as to the size of the programs and the type of clients served. Also include any experience monitoring, analyzing and evaluating program cost, resources, accomplishments and/or grantee performance. Elaborate your experience developing program components including goals and objectives, evaluation standards and departmental policies. Detail any experience in identifying and addressing program gaps within the community. (2) Managerial/Administrative/Consultative experience. In elaborating upon your supervisory/administrative/consultative experience, be specific about the nature, size and scope of the program(s) for which you were responsible. Detail your experience supervising the staff and operations of a unit, program or department. Include the numbers and job titles of staff supervised and the types of operations involved. Detail your experience determining appropriate staffing levels, identifying staff development needs, evaluating and disciplining staff, and scheduling and planning work assignments. Describe your experience administering provisions of collective bargaining agreements and resolving labor issues. Detail your experience serving in a consultative capacity. Include the nature and level of contacts both within and outside the agency. Detail how you coordinated program/project initiatives and identify the entities involved in your coordination efforts. Describe any oversight responsibilities. Indicate your experience in grant and contract administration. Delineate your experience interpreting legislative policy changes and preparing or assisting in the preparation of a budget. (3) Interpersonal/Written and oral communication experience. Describe your experience writing reports and other correspondence, the purpose of these written materials and for whom they were prepared. Detail your experience interpreting complex written material i.e. legal narratives, laws and program regulations. Indicate examples of experiences you have had performing public speaking activities, participating on external and internal committees and task forces, handling sensitive or high profile client issues or investigating client complaints brought forth by legislators and advocates. Describe any training (formal or informal) which you have developed and/or provided to staff within the agency and/or the community. Indicate your experience in explaining complex issues (policies, decisions, directives, etc.) to parties such as clients, grantees, staff and the general public. Also describe any experience you have had dealing/interacting with others which you feel demonstrates your interpersonal skills. Section 2. (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 May 18, 2013. (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 make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. 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 June 28, 2013. (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>) or at state agencies.

*Employees in the unclassified service may be eligible to participate in promotional exams if they have previous continuous permanent status in the classified service and have current status as a state employee.

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, and military veterans.