



AGENCY PROMOTIONAL EXAMINATION

**DEPARTMENT OF SOCIAL SERVICES
SOCIAL SERVICES PROGRAM MANAGER**

ANNUAL SALARY: \$81,033	SALARY GROUP: MP 64	APPLICATION CLOSING DATE: JUNE 25, 2014	EXAM NO: 140970APDM
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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 planning, organizing and directing a major program.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **JUNE 25, 2014** HAS PERMANENT STATE STATUS*, SIX MONTHS SERVICE IN THE **DEPARTMENT OF SOCIAL SERVICES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Nine years of professional employment in the social services field.

SPECIAL EXPERIENCE: Two years of the General Experience must have been in a supervisory or consultative capacity with programmatic and administrative responsibilities.

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 human services or public administration may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of principles and practices of social services programs; considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of principles of public administration; knowledge of and ability to apply management principles and techniques; knowledge of community organizations and public assistance agencies; considerable interpersonal skills; considerable oral and written communication skills; ability to analyze and recommend solutions to complex problems; ability to analyze and assess impact of legislation, regulations, etc. on programmatic goals.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	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 Program 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 Program 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 planning, developing, implementing and coordinating social and/or human services programs. Describe your experience in the development and application of program goals and objectives, policies and procedures, and applicable laws, regulations and statutes as well as proposal and development of legislation to implement new programs or revise existing programs. Be specific as to the nature, size and scope of the program(s), the population served and the types of services provided. **(2)** Program and staff management experience. Describe your experience managing statewide or regional social or human service programs and monitoring program activities, cost, resources, accomplishments, etc. Include the size of the programs in terms of budget and caseload size. Detail your supervisory role including the numbers and job titles of the employees directly reporting to you, your involvement in staffing, scheduling, conducting performance evaluations, staff training and taking corrective disciplinary action. **(3)** Oral, written and interpersonal communications experience. Describe the nature and purpose of any correspondence, reports, narratives or publications that you have prepared. Describe experience organizing, leading or working with task forces, community agencies and other committees. Include liaison activities with these agencies/organizations/groups including the nature of any consultative or technical assistance you provided. **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 25, 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 August 13, 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.