



CONTINUOUS RECRUITMENT AGENCY PROMOTIONAL EXAMINATION

**DEPARTMENT OF SOCIAL SERVICES
QUALITY CONTROL REVIEWER
(SOCIAL SERVICES)**

**ANNUAL \$57,355
SALARY: \$73,140**

**SALARY
GROUP: SH 22**

**APPLICATION CLOSING
DATE: SEE BELOW**

**EXAM
NO: 072750CAJR**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW
(REISSUED WITH DATES FOR 2014)

PURPOSE OF CLASS: In a state social service agency this class is accountable for performing the full range of technical tasks related to the quality control of benefits and/or assistance programs.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE, SIX MONTHS SERVICE AT THE **DEPARTMENT OF SOCIAL SERVICES** AND THE FOLLOWING EXPERIENCE AND TRAINING BY THE CLOSING DATE*:

GENERAL EXPERIENCE: Seven years of technical experience in the determination of client eligibility for public assistance or investigation of real or personal client assets in conjunction with eligibility determinations.

SPECIAL EXPERIENCE: One year of the General Experience must have been in the class of Eligibility Services Specialist or Social Services Lead Investigator.

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 closely related area may be substituted for one additional year of the General Experience.

SPECIAL REQUIREMENT: Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of public assistance principles, methods and process; considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of relevant agency policies and procedures; knowledge of principles and techniques of time and case management; interpersonal skills; oral and written communication skills; considerable interviewing ability; organizational ability; ability to prepare reports; analytical ability.

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) 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.

APPLICATION/EXAMINATION INSTRUCTIONS: Section 1: . For each job (maximum of three) which you feel has best prepared you for the job of Quality Control Reviewer (Social Services) include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Quality Control Reviewer (Social Services) 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** determining client eligibility for public assistance programs. Detail your experience reviewing cases through case record analysis and/or field investigation of real or personal client assets to determine conformance with pertinent state and federal laws, regulations, policies and procedures. Be specific as to the type of case reviews/eligibility investigations you have performed, for whom they were performed/investigated and the intended outcome. Also detail any experience you have had developing plans of correction to ensure that the delivery of services are in compliance with agency policies/procedures and State and Federal laws, statutes and regulations. **(2) Detail your experience** in interpreting state and federal regulations, guidelines and procedures pertaining to public assistance principles, methods and processes. Be specific as to the interpretation and to whom it was interpreted. **(3) Oral/written communication experience.** Detail your experience preparing technical reports, documents, and other correspondence pertaining to public assistance programs. Be specific as to the purpose of these reports/written materials, for whom they were prepared and the intended outcome. Also detail your experience with others, which you feel demonstrates your oral and interpersonal communication skills. Be specific in explaining the nature of those dealings and whom they were with. **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 examination materials are completed correctly and submitted together as a package. (5) Mail application/examination materials to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 (Secure Fax #860-622-2840). 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) A separate application/examination package must be submitted for each examination you are applying for. (8) Application/examination package must be date stamped by DAS/Human Resources or postmarked by FEBRUARY 6, 2014 for the MARCH 26, 2014 grading date and by AUGUST 6, 2014 for the SEPTEMBER 23, 2014 grading date.** Applicants must meet the experience and training requirements by the closing date for the exam administration they 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.

**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.*

(reissued January 22, 2014)

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 persons with disabilities.