

**State of Connecticut
Department of Social Services
Anticipated Job Opportunity
Western Region**

Eligibility Services Specialist

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Posting Date: April 30, 2008

Closing Date: May 13, 2008

The Department of Social Services presently is accepting applications for Eligibility Services Specialists for Multiple Locations in the Western Region.

Open To: State Employees

Position: Eligibility Services Specialist

Bargaining Unit: Social and Human Services (P-2)

Salary Range: \$48,916.00 - \$61,082.00 Annually (SH-20)

**Locations: 925 Housatonic Avenue
Bridgeport, CT 06606**

**342 Main Street
Danbury, CT 06810**

**1642 Bedford Street
Stamford, CT 06905**

**62 Commercial Boulevard
Torrington, CT 06790**

**249 Thomaston Avenue
Waterbury, CT 06702**

DUTIES/RESPONSIBILITIES:

Plans unit workflow and determines priorities; schedules, assigns, oversees and reviews work; establishes and maintains unit procedures; provides staff training and assistance including monitoring and assessing current projected needs; provides technical and procedural support to staff; conducts or assists in conducting performance evaluations; acts as liaison with operating units, agencies and outside officials such as third party providers, social services agencies and attorneys regarding unit policies and procedures; makes recommendations on policies or standards; prepares reports and correspondence; acts as liaison with Eligibility Services Supervisor concerning unit training needs, practical program implementation problems and effectiveness of unit workflow procedures; acts as unit policy specialist in difficult, unusual and/or complex case resolution; facilitates the resolution of systems and data problems; provides eligibility services and/or vocational services to clients assigned to individual caseload; conducts in-depth interviews with applicants experiencing difficulty in meeting program eligibility requirements; evaluates clients' financial needs and stabilizes economic situation by providing necessary assistance and services; periodically reviews eligibility to ensure correct benefits level; may be responsible for agency components of client Independence Plans; conducts comprehensive social services assessment to identify potential barriers to employability; provides necessary eligibility, employment and supportive services to reduce barriers and promote self sufficiency; may provide client orientation to agency programs and support services; monitors client progress with employability plan and takes appropriate actions including conciliation and/or sanctioning; may make presentations within agency and/or community; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures; considerable knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; considerable knowledge of available community support and social services resources; considerable knowledge of common individual and/or family financial practices and investments; considerable knowledge of Eligibility Management System;

Page 2

Eligibility Services Specialist

knowledge of counseling and interviewing techniques; knowledge of employment problems of economically disadvantaged and issues which are barriers to employment; interpersonal skills; oral and written communication skills; interviewing skills; problem solving skills; training ability; ability to maintain client records and prepare reports; some supervisory ability.

EXPERIENCE AND TRAINING:

General Experience:

Six (6) years of experience in the determination of client eligibility for public assistance.

Special Experience:

One (1) year of the General Experience must have been at the level of Eligibility Services Worker.

College Training:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in a closely related area may be substituted for one (1) additional year of the General Experience.

NOTE: These positions may be filled by lateral reassignment, mandatory Reemployment/SEBAC Lists or by those who are eligible for appointment from the current examination list for Eligibility Services Specialist.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (PLD-1). The PLD-1 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS).. When faxing materials, keep a copy of your completed application and the fax transmittal receipt for your records. **Do not mail a copy of your application form if you have faxed the materials.** Due to the large number of applications received, we cannot confirm receipt of applications. Please forward your completed State of Connecticut Application for Examination or Employment (PLD-1) to:

LYNN GELZHEISER, PRINCIPAL HUMAN RESOURCES SPECIALIST

Department of Social Services
925 Housatonic Avenue
Bridgeport, Connecticut 06606
FAX: 203-579-6998

APPLICATIONS MUST BE RECEIVED ON OR BEFORE May 13, 2008 – CLOSE OF BUSINESS.

An Equal Opportunity / Affirmative Action Employer