

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

ELIGIBILITY SERVICES SPECIALIST

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

Posting Date: April 29, 2010

Closing Date: May 10, 2010

THE DEPARTMENT OF SOCIAL SERVICES IS PRESENTLY ACCEPTING APPLICATIONS FOR ELIGIBILITY SERVICES SPECIALIST POSITION(S) WITHIN THE NORTHERN REGION WHICH CONSISTS OF THE HARTFORD, MANCHESTER, NEW BRITAIN, AND WILLIMANTIC OFFICES.

Open To: Department of Social Services Employees Only

Position: Eligibility Services Specialist

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

Salary: \$50,384.00 - \$62,915.00 (SH 20)

Locations:

**3580 Main Street
Hartford, CT**

**699 East Middle Turnpike
Manchester, CT**

**30 Christian Lane
New Britain, CT**

**676 Main Street
Willimantic, CT**

THESE POSITIONS MAY BE USED TO FILL VACANCIES IN ANY OF THE ABOVE LISTED OFFICES AS WELL AS ANY OUTSTATIONED HOSPITAL OR LONG TERM CARE FACILITY.

EXAMPLE OF DUTIES AND 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 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.

EXAMPLE OF DUTIES AND RESPONSIBILITIES - OUTSTATIONED HOSPITAL POSITIONS:

Plans workflow and determines priorities; responsible for determining eligibility for patients who qualify for various agency programs (Title 19; Aid to the Aged, Disabled, TFA, Food Stamps, etc.); acts as liaison with operating units, agencies and outside officials such as third party providers, social services agencies and attorneys regarding agency policies and procedures; carries a caseload similar in nature to those of Eligibility Services Workers; conducts in-depth interviews with applicants experiencing difficulty in meeting program eligibility requirements; processes complex public assistance cases; testifies in court on cases involving claims for reimbursement and determines appropriate actions to enforce compliance with court orders, may obtain administrative approval to process unusual or problematic assistance requests non-recurrent expenses; or requests for diversion of income.

EXAMPLE OF DUTIES AND RESPONSIBILITIES – OUTSTATIONED LONG TERM CARE FACILITY POSITIONS:

Plans workflow and determines priorities; responsible for determining eligibility for long term care facility residents who qualify for various agency programs (Title 19, Aid to the Aged, Disabled, TFA, Food Stamps, etc.); charged with independently determining redetermination and interim change procedures for community based services waiver and long term care facility cases; knowledge of the assessment process for applicants and clients with a community spouse to determine the community spouse's protected amount, community spouse disregard and diversion of income to the community spouse and family; thorough knowledge of transfer of asset policies and the "look back" and penalty periods; acts as a liaison with operating units, agencies and outside officials such as third party providers, social services agencies and attorneys regarding agency policies and procedures; carries a caseload similar to those of Eligibility Services Workers; conducts in-depth interviews with applicants and clients experiencing difficulty in meeting those eligibility requirements; processes complex public assistance cases; testifies in court in cases involving claims for reimbursement; determines appropriate actions to enforce compliance with court orders; may obtain administrative approval to process unusual or problematic assistance requests non-recurrent expenses; or request for diversion of income.

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.
3. One (1) year as an Eligibility Services Worker may be substituted for General and Special Experience.

APPLICATION PROCEDURE: Applications will be accepted from candidates who have taken and passed the examination for Eligibility Services Specialist (Examination Number 060790) and are eligible for appointment, or the positions may be filled by candidates on current Reemployment/SEBAC lists to whom we are obligated to give priority consideration. State employees currently holding the above title or those who previously have attained permanent status in this class may apply for a lateral transfer.

Candidates should either mail or fax a COMPLETED ORIGINAL State of Connecticut Application (Form 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. 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. Please forward your completed original State of Connecticut Application (Form PLD-1) to:

Delores Atwater, Human Resources Associate
Department of Social Services
3580 Main Street
Hartford, CT 06120-1187
FAX #: (860) 566-1768

APPLICATIONS MUST BE RECEIVED ON OR BEFORE MAY 10, 2010 CLOSE OF BUSINESS

The Department of Social Services is an Equal Opportunity/Affirmative Action Employer