

**STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES**

ANTICIPATED VACANCIES

ELIGIBILITY SERVICES SPECIALIST

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

POSTING DATE: June 18, 2010

CLOSING DATE: June 28, 2010

The Department of Social Services is presently accepting applications for 2 Eligibility Services Specialist position(s) to be assigned to the **Middletown Office – Southern Region**.

OPEN TO: DSS Employees Only

POSITIONS: Eligibility Services Specialist

BARGAINING UNIT: Social and Human Services (P-2)

SALARY RANGE: \$50,384 - \$62,915 Annually (SH-20)

LOCATION: DSS- Middletown Office- 117 Main St. Ext., Middletown, CT

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 and 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, evaluates client progress with employability plans and takes appropriate actions including conciliation and/or sanctioning; may make presentations within agency and/or community; performs related duties as required.

Client Service Representative (CSR): One position may be assigned as CSR to cover Triage duties. This position will be assigned to the Reception area to meet with clients on a first-come first-served basis with emergencies taking precedence. This individual must be knowledgeable and experienced in determining eligibility for all DSS programs and will be required to work with clients who may need accommodations in accessing DSS services. Preferable skills & abilities include highly developed interpersonal, communication & organizational skills; ability to problem solve quickly & effectively; excellent judgment skills and the ability to work well under pressure; ability to prioritize situations and act accordingly; extensive knowledge of available community resources to coordinate referrals to other programs as needed; to work independently in a variety of situations. Individual must exhibit patience, listening skills, empathy & cultural sensitivity & competency. Conflict management skills required to be able to deescalate situations and understand need(s) at hand; acting as mediator between client, client advocate & worker as needed; access language line for interpreter services as needed; ability to speak Spanish is preferable. Individual may be assigned to handle generalist duties, projects, training, and other related duties outside of CSR assignment 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 & federal laws; statutes & regulations; considerable knowledge of available community support and social service resources; considerable knowledge of common individual and/or family financial practices and investments; considerable knowledge of Eligibility Management System (EMS); 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; problem solving skills; training ability; ability to maintain client records and prepare reports; some supervisory ability.

EXPERIENCE & 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.

ELIGIBILITY REQUIREMENTS:

Consideration will be given to all DSS applicants at the level of Eligibility Services Specialist and eligible for lateral transfer within the Department and will be considered in accordance with P-2 bargaining unit transfer guidelines. Promotional consideration will be given to all applicants who are currently eligible and certified on the "Eligibility Services Specialist" Exam/Certification List. Positions will be filled in accordance with all applicable State Reemployment, SEBAC, Transfer and Certification rules.

APPLICATION PROCEDURE:

Qualified candidates must forward a State Employment Application (PLD-1), which can be downloaded from the State of Connecticut's Department of Administrative Service's (DAS) website at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS.

PLD-1 Applications should be typed or printed neatly and can be faxed or mailed. If faxing materials, keep a copy of your completed application and fax transmittal receipt for your records. Please do not mail a copy of your application if you have faxed the materials. Please forward your completed and signed PLD-1 application to:

NOTE: Candidates who responded to the ESS posting (5/19 – 5/28/10) for the Middletown location need not re-apply.

Department of Social Services- Southern Region
Human Resources Division
ATTN: Sandra Washington, Principal HR Specialist
401 West Thames Street, Norwich, CT. 06360

FAX #: (860) 823-3402

APPLICATIONS MUST BE RECEIVED ON OR BEFORE: Monday, June 28, 2010 - CLOSE OF BUSINESS

An Affirmative Action / Equal Opportunity Employer