

**State of Connecticut
Department of Social Services
Job Opportunity
Social Services Operations Manager**

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

The Department of Social Services is seeking a responsible and innovative human services professional who brings a solid portfolio of experience and leadership in the planning and delivery of social or human service programs and services to a broad range of clients who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living.

Posting Date: September 19, 2013

Closing Date: September 26, 2013

Open To: State of CT Employees who meet the following eligibility:

Candidates must have applied for and passed the Social Services Operations Manager examination number 130530 and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. Applicants will not have the opportunity to take the exam prior to the closing date to qualify for these vacancies. The filling of these positions will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

Job Posting Reference: DSSOPMGR
Base Work Schedule: Monday thru Friday: 8:00am – 4:30pm
Salary Range: \$84,284 - \$114,914 annually (MP65)
Location: Please specify your desired office location on the CT HR -12

Essential Responsibilities:

Manages staff and operations within a field office having responsibility for client service delivery for a full range of state and federal benefits and services; interprets and administers pertinent laws and regulations; plans and manages activity within the office so as to accomplish the DSS mission and goals; evaluates staff and identifies staff development needs and determines appropriate development plans; administers provisions of collective bargaining agreements and works to resolve labor issues; handles sensitive or high profile client issues; investigates client complaints brought forth by legislators and advocates and determines appropriate resolution; may engage in public speaking activities; participates on external and internal committees and task forces; performs related duties as required.

Qualifications:

Considerable knowledge of social services programs and social services administration; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of and ability to apply management principles and techniques; knowledge of community organizations and social services agencies; knowledge of grants administration; knowledge of personnel policies and applicable collective bargaining agreements; strong team-building, polished interpersonal and excellent oral and written communication skills with the ability to articulate vision and details; considerable ability to interpret complex written material (including legal narratives, laws and program regulations) and assess impact on programmatic goals.

Nine (9) years of professional experience in the delivery and/or planning of social services programs and/or policies.

Note:

Social services programs are a range of public services provided by or funded by federal, state or local government organizations to assist the disabled, disadvantaged or elderly. Some examples of social services programs are temporary financial assistance programs, healthcare assistance programs (e.g., Medicaid, Medicare, Husky), housing and energy assistance programs, nutritional assistance programs (e.g., SNAP), child or adult care assistance programs, social security income (SSI) and child support.

Two (2) years of the experience must have been in a supervisory or consultative capacity with programmatic and administrative responsibilities.

Application Instructions:

If this opportunity interests you and you meet the qualifications noted above, please download a State of Connecticut Application for Examination or Employment (CT-HR-12) and addendum (CT-HR-13) from the State of Connecticut's Department of Administrative Services' Website:

www.das.state.ct.us/exam/default.asp#APPLICATION and submit these forms with a cover letter and resume to:

**Ellen Mantel, Principal Human Resources Specialist
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

EMAIL: DSSrecruitment@ct.gov or FAX: 860-951-2979

When faxing materials, keep a copy of your completed application and the fax transmittal receipt for your records, and **do not mail a copy of your application form if you have faxed the materials.**

APPLICATIONS MUST BE POST MARKED (OR FAXED) NO LATER THAN THURSDAY, SEPTEMBER 26, 2013, CLOSE OF BUSINESS

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.