

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

Social Services Lead Investigator

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

Posting Date: September 1, 2010

Closing Date: September 10, 2010

The Department of Social Services presently is accepting applications for 1 (one) Social Services Lead Investigator in the Bureau of Child Support Enforcement in the Bridgeport office.

Open To: Department of Social Services Employees

Position: Social Services Lead Investigator

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

Salary Range: \$51,644.00 - \$64,488.00 Annually (SH-20)

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

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 and projected needs; conducts or assists in conducting performance evaluations; acts as liaison with operating units, cooperating agencies and outside officials such as third party providers, social services agencies, attorneys regarding unit policies and procedures; makes recommendations on policies or standards; prepares reports and correspondence; acts as liaison with Social Services Investigations 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; processes complex cases; testifies in court on cases involving support or claims for reimbursement and determines appropriate actions to enforce compliance with court orders; may be assigned to represent Commissioner in cases requiring a high degree of tact and diplomacy; 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 investigatory methods and techniques; considerable knowledge of personal financial practices; considerable knowledge of court procedures and related legal instruments; knowledge of Eligibility Management System or Connecticut Child Support Enforcement System; interpersonal skills; oral and written communication skills; problem solving skills; some supervisory ability.

EXPERIENCE AND TRAINING:

General Experience:

Six (6) years' experience in the investigation of real and personal assets.

Special Experience:

One (1) year of the General Experience must have been at the level of Social Services Investigator in the relevant specialty*. For these vacancies, the specialty is in The Child Support program.

Substitution Allowed:

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 a Social Services Investigator in the relevant specialty may be substituted for the General and Special Experience.

SPECIAL REQUIREMENT:

Incumbents in this class may be required to travel.

NOTE: This position may be filled by lateral reassignment, mandatory Reemployment/SEBAC Lists or by those who are eligible for appointment from the current examination list for Social Services Lead Investigator, Child Support.

APPLICATION PROCEDURE: Candidates must forward a State Employment Application (PLD-1), which can be downloaded from the State of Connecticut's Department of Administrative 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.** Due to the large number of applications received, we cannot confirm receipt of applications. Please forward your completed original State of Connecticut Application (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 Friday, September 10, 2010 – CLOSE OF BUSINESS.

An Equal Opportunity / Affirmative Action Employer