

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

## **Social Services Operations Manager**

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

**Posting Date:** August 25, 2010

**Closing Date:** September 7, 2010

The Department of Social Services is presently accepting applications for a Social Services Operations Manager for the Western Region.

<b>Open To:</b>	<b>Department of Social Services Employees</b>
<b>Position:</b>	<b>Social Services Operations Manager</b>
<b>Bargaining Unit:</b>	<b>Managerial (MP) 65</b>
<b>Salary Range:</b>	<b>\$ 81,829.00 – \$ 104,954.00</b>
<b>Location:</b>	<b>Western Region</b>

**Duties/Responsibilities:**

Manages a broad based service delivery system; provides administrative coordination among multiple program benefits and services; manages staff and operations within a regional office having responsibility for service delivery; coordinates, plans and manages activity within assigned area of region so as to accomplish agency mission and goals; formulates program goals and objectives; develops and implements social service programs and/or policies and operational procedures; participates in program design; interprets and administers pertinent laws and regulations; ensures provision of social services through management of grants and contracts as assigned by Regional Administrator; identifies staff development needs and determines appropriate development plans; identifies staffing needs; evaluates staff; coordinates compilation, evaluation and analysis of program data; monitors, analyzes and evaluates programs, policies and grantee performance to determine effectiveness and quality of service; advises Regional Administrator of potential impact of proposed legislative policy changes and recommends an appropriate agency position; maintains contact with individuals both within and outside region who might impact on program activities; participates on external and internal committees and task forces; 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, then determines appropriate resolution; assists in administration of regional budget; may engage in public speaking activities; may be responsible for facility management activities; performs related duties as required.

**Minimum Qualifications Required  
Knowledge, Skill and Ability:**

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; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to interpret complex written material (including legal narratives, laws and program regulations) and assess impact on programmatic goals.

**Experience and Training:**

**General Experience:** Nine (9) years of experience in the delivery and/or planning of Social Services Programs and/or Policies.

**Special Experience:** Two (2) years of the General Experience must have been in a supervisory or in a consultative capacity with programmatic and administrative responsibilities. For Department of Social Services employees, this is interpreted to mean the following classes: Eligibility Services Supervisor, Social Services Investigations Supervisor, Social Work Supervisor, Social Services Program Assistance Specialist, Public Assistance Consultant or Lead Planning Analyst.

**Substitutions Allowed:**

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equals 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 related field may be substituted for one (1) additional year of the General Experience.

**NOTE:** This position may be filled by lateral transfer/reassignment, mandatory Reemployment Lists, by Candidates who hold permanent status as a Social Services Operations Manager or by a Candidate from the Social Services Operations Manager Examination Certification List.

**Application Procedures:** Candidates should complete (print or type only) an Application for Examination of 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, and do not mail a copy of your application form if you have already faxed the materials. Forward completed State PLD-1 application no later than Tuesday, September 7, 2010.

**Lynn Gelzheiser, Principal Human Resources Specialist**  
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**Human Resources Division**  
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**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**