SOCIAL SERVICES OPERATIONS MANAGER

Please follow the specific application filing instructions at the bottom of this page!

Posting Date: December 6, 2011
Closing Date: December 14, 2011

The Department of Social Services is presently accepting applications for Social Services Operations Manager for Multiple Locations in the Northern Region.

Open To:  Department of Social Services Employees Only

Position:  Social Services Operations Manager
Position Number 34129

Bargaining Unit:  P-2 Social and Human Services

Salary:  $81,829– $104,954 (MP- 65)

Location:

3580 Main Street
Harford, CT 06120

699 East Middle Turnpike
Manchester, CT 06040

30 Christian Lane
New Britain, CT 06051

676 Main Street
Willimantic, CT 06226

Examples of Duties:
Manages a broad based service delivery system; provides administrative coordination among multiple program benefits and services; coordinates, plans and manages activity within assigned area 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; assists in the development and/or administration of a regional budget or statewide program; budget interprets and administers pertinent laws and regulations; 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 superiors 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 and determines appropriate resolution; may engage in public speaking activities; may be responsible for facility management activities; performs related duties as required. FIELD OPERATIONS: Manages staff and operations within a regional office having responsibility for service delivery; ensures provision of social services through management of grants and contracts as assigned by Regional Administrator. CENTRAL PROCESSING OPERATIONS: Manages staff and operations having responsibility for statewide service delivery.

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 a supervisory or consultative capacity with programmatic and administrative responsibilities.

Note:
For Department of Social Services employees this is interpreted at the following level: Eligibility Services Supervisor, Social Services Investigations Supervisor, Social Work Supervisor, Social Services Program Assistance Specialist, Public Assistance Consultant or Lead Planning Analyst.

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 Bachelor’s degree. 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 related field may be substituted for one (1) additional year of the General Experience.

Applications will be accepted from candidates who have taken the current Social Services Operations Manager Examination No: 091200 and have received a passing score (please provide a copy of your letter from the Department of Administrative Services confirming your passing score) or from state employees who have already attained permanent status in this class. This position also may be filled by mandatory candidates from Re-employment and SEBAC Lists to whom we are obliged to give priority consideration.

APPLICATION PROCEDURE:
Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 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, and 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 State of Connecticut Application for Examination or Employment (CT-HR-12) to:

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

APPLICATIONS MUST BE RECEIVED BY: December 14, 2011 CLOSE OF BUSINESS

An Equal Opportunity / Affirmative Action Employer