



EXAMINATION OPEN TO THE PUBLIC
HUMAN SERVICES ADVOCATE

ANNUAL \$55,684 SALARY **SALARY** **APPLICATION CLOSING** **EXAM**
SALARY: \$71,009 **GROUP: SH 22** **DATE: DECEMBER 30, 2011** **NO: 111050APJR**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW
REANNOUNCED AS AN EXAMINATION OPEN TO THE PUBLIC

PURPOSE OF CLASS: In the Office of Protection and Advocacy for Persons with Disabilities, this class is accountable for independently performing a full range of tasks in providing advocacy services to ensure the preservation of client rights.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY DECEMBER 30, 2011:

GENERAL EXPERIENCE: Six years of **professional** experience in a public or private agency or organization providing services to persons with disabilities or to children.

SPECIAL EXPERIENCE: One year of the General Experience must have been in the provision of advocacy or direct services to persons with disabilities or to children. [Note: Advocacy services are defined as speaking and working on behalf of a position, cause or individual to further interests and ensure the preservation of rights.]

SUBSTITUTION ALLOWED: College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree.

SPECIAL REQUIREMENT: Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of problems and needs of individuals in one of the following areas: blindness or visual impairments; children; disabilities; mental retardation; psychiatric disabilities; knowledge of advocacy process; knowledge of relevant state and federal laws, statutes and regulations; knowledge of relevant agency policies and procedures; knowledge of community resources and service delivery systems; interpersonal skills; oral and written communication skills; interviewing skills; negotiating skills; ability to identify, investigate and analyze problems and recommend effective solutions; ability to research and organize information; ability to understand and explain complex written materials.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	EXPERIENCE AND TRAINING	100%
	APPLICATION/EXAMINATION PROCEDURE	

- APPLICANTS MUST SUBMIT:**
- (1) Completed Application Form (CT-HR-12)**
 - (2) Supplemental Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required supplemental examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Human Services Advocate, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Human Services Advocate cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Experience providing services to persons with disabilities (such as blindness, intellectual, cognitive, physical, psychiatric, or other disabilities), or to children to ensure the preservation of their rights. Be specific as to nature of the services you provided, (such as direct support; case management; advocacy for civil, legal, and human rights, right to treatment, and confidentiality), to whom it was provided and the intended outcome. Detail your specific advocacy responsibilities, the nature and purpose of your role, the population you served, and the percentage of time you spent providing advocacy services. Also include your experience monitoring and evaluating these services to ensure delivery of services are in compliance with agency policies/procedures and state and federal laws, statutes and regulations. Be specific as to the laws/regulations/policies/standards you interpreted in this role and how and to whom they were applied. Include experience negotiating resolutions to problems, including preparing written stipulations, agreements or reports summarizing case activities. Detail your experience developing and conducting advocacy and peer support programs for persons with disabilities. Be specific as to the nature and purpose of these programs and to whom the programs were provided. **(2)** Consultation/liaison experience. Be specific about the consultation/liaison activities you were involved in, to whom they were provided and the intended outcome. Be specific as to the facilities/agencies/organizations/offices with which you dealt and the nature and purpose of the contacts. Include your experience conducting research, identifying resources, and providing technical assistance to others. Be specific about the kind of assistance provided, for whom it was provided and the intended outcome. Also detail any training you have provided, the nature of the training, for whom it was provided and the intended outcome. **(3)** Experience conducting complaint investigations and investigations regarding allegations of abuse/neglect of persons with disabilities, including children. Be specific about criteria used for determining the factual basis of complaints on behalf of these individuals regarding care, treatment and other issues. Be specific as to the purpose and nature of the investigations you conducted, your specific role in conducting the investigation, and your involvement and authority for making recommendations regarding corrective actions to be taken. Include the types of recommendations made and corrective actions taken. Detail your experience conducting on-site visits/inspections, or other monitoring activities, the purpose and nature of the visits/inspections, and the intended outcome. **(4)** Oral/written communication experience. Detail your responsibilities speaking before organizations or groups on topics related to children and/or disability issues. Be specific as to the topics of the presentations, the audiences addressed, and the frequency of these engagements. Detail your experience with others which you feel demonstrates your interpersonal skills. Be specific in explaining the nature and purpose of those dealings, your role, and with whom you were communicating. Describe your experience serving on task forces and committees, the nature of the task force/committee, and your specific role and responsibilities. Detail your experience writing and reviewing policies/narrative reports/documents, case summaries and other correspondence relative to clients. Be specific as to the purpose and nature of these written material/reports, for whom they were prepared and the intended outcome.

Section 2. On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by December 30, 2011.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2910). If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by February 9, 2012.** **(8)** A separate application/examination package must be submitted for each exam you are applying for.

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Centers.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

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