How New Graduates Can Apply for Jobs with the Utah Dept. of Human Services

1. The two main areas of the Dept. of Human Services that commonly hire recent college graduates are:
   - Division of Child and Family Services (DCFS)
   - Juvenile Justice Services (JJS) – [formerly known as the Division of Youth Corrections]

2. To apply for jobs within one of those divisions (or any state job), go to www.statejobs.utah.gov. Create an “account” (login).

3. Then, search for open jobs. It may be easiest to sort by agency and then look for the open jobs listed under “Dept of Human Services.” Jobs may be listed for less than a week, so check the listings frequently.

4. DCFS jobs are open only to certain majors or minors: Psychology, Sociology, Human Development & Family Studies, Social Work, or Criminal Justice. For DCFS, you must already have your bachelor’s degree.

5. JJS isn’t quite as fussy. Their jobs are open to people from a variety of majors who have the necessary experience. Occasionally, people are hired before they have their bachelor’s degrees.

6. DCFS and JJS entry-level career jobs pay $13.16/hour, plus excellent benefits.

7. The principal entry-level career job with DCFS is called “Caseworker I.” It’s tricky, though; you are unlikely to see an opening listed for that position. What you do is look for openings for “Social Service Worker.” You probably won’t be qualified for the latter position, but don’t panic! If you carefully read the listing for “Social Service Worker,” you will see that they may “underfill” with people qualified only for the lower (entry-level) “Caseworker I” position. What that means is that DCFS almost never has enough applicants with the Social Service Worker license that qualifies them for the “Social Service Worker” position. Thus, for those openings, DCFS generally must hire people (like recent college graduates) who lack the SSW license. Such people are hired as “Caseworker I” – which means a lower grade level and lower pay ($13.16/hour).

8. The same goes for JJS. The job listings usually are for “JJS Counselor II” positions. But they routinely underfill with people qualified only for “JJS Counselor I.”

9. Once you’ve found a current opening for a job you’d like, click to “Apply” for the position. Feel free to type or paste text into the Supporting Documentation boxes. Do not click “Save” until you are ready to submit your application. You may apply for different job openings (different “Req #”) with the same title.

10. When your application is received, a human resources person at the Dept. of Human Services will contact you. She/he will explain how to arrange for the pre-interview test. For DCFS, the Human Service Worker test consists of 71 multiple-choice questions. For JJS, the test is a video, multiple-choice test which takes approximately one hour. Most of the questions are situational. There is no way to prepare for these tests!

11. A week or two after you take the test, you will receive a letter letting you know if you passed (70% or better). If you did not pass, you may re-take the test as soon as you wish. If you do not pass the test the second time, you must wait three months before re-taking the test.

12. If you pass the test, your name will be placed on the “hiring register” (i.e., the pool of applicants from whom people are selected to come for interviews). Your name will remain on the hiring register for six months or until you do not respond to two letters inviting you to an interview. If you wish to remain on the list after six months, you must apply again for a posted job. If you pass the test, you will receive a letter from Human Resources explaining fully this entire process.
13. If you pass the test, you will be invited to an initial oral interview. You may be invited either by telephone or letter. Once you've arrived at the interview, you may be given questions to review and make notes on before the interview begins. Topics might include examples of teamwork, defending your integrity, innovations you've introduced in the workplace, making a mistake and then making it right, etc. These kinds of questions are behavior-based questions. Read about them in Career Services "Interviewing Resources" at http://careers.utah.edu/jobSearch/interview/resources.htm.

14. Take multiple copies of your resume and list of references with you to all interviews. (Be sure to meet with your Career Services counselor early in this whole application process to make sure your resume is set up to your best advantage.)

15. A panel of 2-6 supervisors from various offices likely will conduct the interview. You may then be invited to a second interview and/or hired.


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