



CATTARAUGUS COUNTY CIVIL SERVICE

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Julie J. Carr, Personnel Officer

SOCIAL SERVICES EXAMINER TRAINEE #67212

Filing Date:

Applications received by mail must be postmarked no later than **10/27/2020**.

Applications submitted electronically must be completed no later than **10/27/2020 11:59 PM**

Exam Date:

Examinations will be held on **12/05/2020 08:30 AM**

Salary:

\$20.31 - \$22.15 per hour

Vacancy: Eligible List may be used to fill vacancies which may occur within the Cattaraugus County Department of Social Services, Olean, NY. This exam is being offered in conjunction with a promotion exam. Candidates on the promotional eligible list will be certified first in filling positions.

Fee Required: The State Civil Service Law requires our office to collect a processing fee from each applicant. The amount of the fee is **fifteen dollars (\$15)** per applicant for Each examination applied for, payable at the time of filing of the application form, by check (personal or certified) or money order, payable to the "Cattaraugus County Treasurer". Cash Will Not Be Accepted. Applicants whose personal checks are returned for insufficient funds will not be considered as candidates for this exam or subsequent exams until such time as restitution is made. Applicants must record the Examination Number(s) and Title(s) on their checks. Refunds of fees will not be issued to applicants who are disqualified for not meeting the minimum qualifications for admittance to the examination, who file their application after the final filing date or who do not appear for testing on the scheduled test date. Therefore, **Do Not Apply** for an examination if you are not sure that you meet the minimum qualifications. Application fees shall be waived for candidates that are unemployed and primarily responsible for the support of a household or are receiving public assistance. Please contact this office for an Application Fee Waiver Request and Certification Form, or download from our website at:

<https://www.cattco.org/sites/default/files/hr/Application-Fee-Waiver.pdf>.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

- A. One (1) year of work experience involving the examination, investigation or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility; **OR**
- B. One (1) year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgment in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.) **OR**
- C. An equivalent combination of experience as limited in A and B.*

***NOTE:** Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience on a year for year basis.

Duties: The work involves classroom and on-the-job training in acquiring skills to determine the financial and categorical eligibility of applicants for, and recipients of, assistance programs provided by the County Department of Social Services. The work involves personal interviews, the review and evaluation of various records, and the performance of some related clerical tasks in support of other workers involved in making eligibility determinations. The work is performed under the supervision of a Senior Social Services Examiner. Classroom training may be conducted by instructors provided through the State Department of Social Services. A Social Services Examiner Trainee does related work as required. *NOTE:* Trainee appointments consist of a probationary period, which extends to one year. At the end of the traineeship, incumbents receiving satisfactory ratings qualify for advancement to the title of Social Services Examiner without further examination.

Subject of Examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas:

Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance - You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits. You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance.

Previous knowledge of Social Services programs or the eligibility process is not required.

Recording case notes - You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.

Interviewing - You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

Test guide: A Guide for the Written Test for **Social Welfare Examiner** is available at the New York State website: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

Use of calculators is **allowed** for this examination.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this examination.

Applications will be accepted up to **October 27, 2020**, and may be obtained from the Cattaraugus County Civil Service website at: <https://www.cattco.org/human-resources/exam-info#application>.

Cattaraugus County – An Equal Opportunity Employer

Issued: October 2, 2020

PARTICIPATION IN MULTIPLE EXAMINATIONS: If you have applied for both State and Local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations.

If you have applied for another local government examination with **another local civil service agency**, call or write each civil service agency to make arrangements. You must notify all government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

SATURDAY SABBATH OBSERVERS - HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application(s).

CANDIDATES PLEASE NOTE: Your application for this test is part of the examination process. Applications must be completely filled out with all pertinent information stated. The Commission does not refer to other applications on file for additional information. Applications which do not show training and/or experience to meet the minimum qualifications will be disapproved. Vagueness and ambiguity will not be resolved in your favor.

VETERANS: Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for veterans' credits. Candidates who wish to claim veterans' credits on an examination should request an application and information sheet from the Cattaraugus County Civil Service Commission. Veterans' application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for the examination is established in order to utilize additional credits.

Effective January 1, 2014, War-time Veterans who previously used non-disabled veterans credits for appointment or promotion and are subsequently certified by the Veteran's Administration as a disabled veteran may again be eligible for additional exam credits. To apply for subsequent disabled veteran credits, complete the Veteran Credit application and check the applicable box, additionally you are required to follow the directions below regarding Disabled Veterans credits.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. *No credit may be granted after the establishment of the list*. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.