



CATTARAUGUS COUNTY CIVIL SERVICE

HUMAN RESOURCES DEPARTMENT

303 Court Street * Little Valley, NY 14755 * (716) 938-2281 * FAX (716)938-2759

John R. Searles, Personnel Officer

Kristine M. Phinney, Deputy Personnel Officer

SOCIAL SERVICES EXAMINER TRAINEE - HELP PROGRAM

HELP Program - No Exam Required

Department of Social Services

1 Leo Moss Drive, Suite 6010

Olean, NY 14760

| <u>Title</u> | <u>No. Positions</u> | <u>Salary</u> |
|-----------------------------------|----------------------|-----------------------------|
| Social Services Examiner Trainee* | 1 | Grade 15 - \$23.64 per hour |
| | | General Bargaining Unit |

***This title has been approved without the need to take an exam through the Hiring Emergency Limited Placement Program (HELP) of the NYS Department of Civil Service. Candidates appointed permanently to this title will NOT need to take an exam and will remain in their position even when the HELP Program ends.**

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.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

1. 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
2. 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 judgement 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
3. An equivalent combination of experience as limited by A) and B) above.

NOTE: Study in a college or university may be substituted for the experience on a year for year basis.

Study must have been at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

Interested applicants must apply online or complete a Civil Service Application and submit it prior to 11:59pm on May 30, 2025 to:

*Cattaraugus County Civil Service
303 Court Street
Little Valley, NY 14755*

Applications are available at the Cattaraugus County website: <https://cattco-portal.mycivilservice.com>.

Cattaraugus County - an Equal Opportunity Employer

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