



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-#71628

Filing Date:

Applications received by mail must be postmarked no later than **05/06/2022**.

Applications submitted electronically must be completed no later than **05/06/2022 11:59 PM**

Exam Date:

Examinations will be held on **06/25/2022 08:30 AM**

Salary:

\$20.56 - \$22.40 per hour (2021)

Vacancy: Eligible List may be used to fill vacancies which may occur within the Cattaraugus County Department of Social Services, Olean, NY.

Fee Paid By Employer. Pursuant to the Collective Bargaining Agreement between the County of Cattaraugus and CSEA/AFSCME Local 1000, a \$15.00 examination-processing fee is paid on behalf of bargaining unit members participating in this examination.

Promotion Qualifications: Candidates must be permanently employed in the competitive class (having completed their probationary period) by the Cattaraugus County Department of Social Services in positions allocated to Grade 18 or below, and meet the following 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.

Seniority Points will be added to an eligible's score as follows, based on the date of permanent appointment in the classified service of Cattaraugus County:

Less than 1 year	0 points
1 year up to 6 years	1 point
6 years up to 11 years	2 points
11 years up to 16 years	3 points
16 years up to 21 years	4 points
Over 21 years	5 points

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 **May 6, 2022**, 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: April 6, 2022

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.

APPLICATION REVIEW TOLERANCE POLICY-For the purposes of this policy, "tolerance" shall mean the leeway given regarding work experience when reviewing an application. Applicants lacking a small amount of work experience when applying for promotional or open-competitive examinations may qualify under the following conditions: 1) Candidates will be given a maximum tolerance of one (1) month. 2) Tolerance will be given only when the minimum qualification requires one or more years of work experience. 3) Tolerance Policy does not apply to education or licensure/certification requirements. (See particular examination announcement for "Anticipated Eligibility" information). 4) Tolerance Policy does not apply where required work experience is set forth by law or rules. 5) Tolerance Policy does not apply to enable applicants to meet residence requirements. 6) Experience gained after filing date will not be considered. For more information regarding Tolerance Policy, please contact our office at (716) 938-2315

Educational and/or age requirements must be met within 12 months of the announced exam date. Eligibility for appointment will be subject to candidates providing proof that education and/or age requirements have been met within one year of the announced exam date. If documentation does not prove that requirements were met within one year of exam date candidates will be removed from further eligibility for appointment.