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ISSUED ON 04/25/2016

GREENE COUNTY CIVIL SERVICE
411 Main Street, 3rd Floor, Catskill, NY 12414
518-719-3253 --- www.greenegov.com

Announces a
PROMOTION EXAMINATION FOR
SOCIAL WELFARE EXAMINER
EXAM NO: 71526

REFER TO GENERAL INFORMATION ON REVERSE SIDE BEFORE COMPLETING APPLICATION

LAST FILE DATE: MAY 23, 2016
(Postmarked no later than (05/23/16))

EXAMINATION DATE: JUNE 25, 2016

SOCIAL WELFARE EXAMINER: This is a promotional examination. This list will be used to fill future vacancies within the Greene County Department of Social Services. This examination is open to all qualified employees of that department. Seniority points (see below) will be added to the eligibles score.

MINIMUM QUALIFICATIONS: One (1) year of permanent competitive status in a senior level clerical position or one (1) year of permanent competitive status as a Community Service Worker or two (2) years in an entrance level clerical position.

SALARY RANGE: \$17.11 - \$23.99 per hour

NON-REFUNDABLE FILING FEE: A \$15.00 check or money order must be submitted with your application. **Cash Not Accepted.**

TYPICAL WORK ACTIVITIES: (Illustrative only)

INTAKE ACTIVITIES: Conducts an initial intake interview with applicants to obtain a wide variety of information required to assess an applicants need, eligibility for services offered and related matters; Reviews forms completed by an applicant to ensure that they are complete and consistent; Where necessary, requests additional information from the applicant and others regarding incomplete forms and to clarify any discrepancies and/or inconsistencies noted in information submitted; Provides applicants with an overview of the services and programs available through the agency including the purposes and requirements of such services and programs; Advises applicants of services provided by other agencies; Makes initial assessments of an applicant's needs including but not limited to emergency needs in the areas of housing, food, finances, etc., non-emergency needs in the areas of child care, health care, education, employment, etc., Evaluates and/or screens applicants in the areas of identity and citizenship documentation, potential for fraudulent claims, substance abuse, domestic violence, child support enforcement, etc; Makes referrals as necessary to fraud investigations unit, child support enforcement and others.

ON-GOING CASE MANAGEMENT ACTIVITIES: Opens and closes program eligibility cases. Computes and issues home energy, financial assistance, medicaid and family assistance grants, food stamps allotments, vendor/voucher and child care assistance. Assesses the applicants/recipients education, experience, aptitudes and interests to determine appropriate job placement; Assists recipients in obtaining employment by contacting potential employers and performing job bank searches; Arranges for on-going training related to securing and maintaining employment on a group or individual basis including such things as preparation of resumes, completion of job applications, preparation for and conduct during job interviews; Monitors compliance with employment requirements by verifying recipient contacts with employers and employment agencies; Monitors recipient progress in completing education and occupational training and on-the-job work performance; Work with recipients to resolve problems that hinder continued employment such as lack of transportation, child care, etc., Monitors recipient compliance with a variety of program regulations to detect and prevent fraud; Conducts periodic on-going group and/or individual face-to-face recertification of recipient's eligibility for various programs; Reviews on-going payments to determine if any over or under payments have been made and takes appropriate corrective action; Prepares and presents and/or assists in the preparation and presentation of administrative fair hearings and employment conciliations; Operates a personal computer and/or mainframe terminal; Attends training regionally and locally as required.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

1. **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 food stamps.

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.

2. **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.

3. **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.

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website: www.cs.ny.gov/testing/localtestguides.cfm. Candidates not having access to a computer or the internet may request a copy of the test guide from the Greene County Civil Service Department, located at: 411 Main Street, 3rd Floor, Catskill, NY 12414.

**** THE USE OF A CALCULATOR IS ALLOWED FOR THIS EXAM****

*******SENIORITY POINT SCHEDULE: ONE POINT FOR EACH CREDITABLE FIVE YEAR PERIOD*******

Less than 1 year	0 POINTS	Over 11 Years up to 16 Years	3 POINTS
1 Year to 6 Years	1 POINTS	Over 16 Years up to 21 Years	4 POINTS
Over 6 Years to 11Years	2 POINTS	Over 21 Years up to 26 Years	5 POINTS