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

Announces a
PROMOTION EXAMINATION FOR
SOCIAL WELFARE EXAMINER
EXAM NO: 77847

REFER TO GENERAL INFORMATION ON REVERSE SIDE BEFORE COMPLETING APPLICATION

LAST FILE DATE: MAY 12, 2017
(Postmarked no later than (05/12/17))

EXAMINATION DATE: JUNE 24, 2017

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.

SPECIAL REQUIREMENT: If this position requires a driver's license, possession of a valid New York State Driver's license is required at time of appointment and this license must be maintained throughout employment.

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 applicant's 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 applicant's/recipient's 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

GENERAL INFORMATION ----- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER
APPLICATIONS AND FORMS ARE AVAILABLE FROM THE OFFICE OR AT www.greene.gov

1. **APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main St., Catskill, NY 12414, or at www.greene.gov. Applications are accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserves the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified for. Resumes are not accepted as a substitution for indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAX & COPIES ARE NOT ACCEPTED—THE ORIGINAL SIGNATURE MUST APPEAR IN INK.**
2. **NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for EACH exam you are applying for. A \$25 fee is required for the POLICE OFFICERS, DEPUTY SHERIFFS OR CORRECTIONS OFFICERS exams. The **fee** must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required.** Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer.
3. **TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam.
4. **MULTIPLE EXAMINATIONS & CROSS FILERS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government will be held at a State exam center. When taking both **State and Local** government exams, you are required to take all exams at the **STATE** exam site. For Greene County call **(518) 719-3253**, or obtain the cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams.
5. **SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date candidate (in accordance with alternate test date policy) clearly indicate this on your Application and the required form must accompany the application. For religious accommodation, most written exams are held on Saturdays. If You cannot take the test on the announced test date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday.
6. **AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age.
7. **RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam, have been legal residents for at least six (6) months of the political subdivision in which they seek appointment.
8. **VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. Effective 1/1/98 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 exams. 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 TO THIS OFFICE** indicating that the service was in time of war, as defined in Sec. 85 of C. S. Law and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.**
9. **ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. 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 is 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.
10. **TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the examination. For further details contact this office.
11. **RATING & REVIEW:** The passing grade is 70. Unless the announcement states otherwise, this examination is being prepared and rated by the NYS Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam.
12. **TRAINING AND EXPERIENCE:** Training and experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification.
13. **ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for duration of one year unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion examinations are certified first.
14. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required.
15. **FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for original appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion exams or current eligible's on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003.
16. **CALCULATORS:** **Unless otherwise notified**, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones** and devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. You may not bring reference materials unless notified to do so.
17. **WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA & 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, 810 WGY, 107.7 WGNA)
18. **EMERGENCIES (OTHER THAN WEATHER):** If any emergency prevents you from appearing for the exam please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday) providing verifiable documentation of the reason.

NOTE: As a condition of employment only within Greene County Departments candidates receiving a conditional offer of employment must Successfully pass a drug screen, failure to meet the above standards may result in disqualification.