



## **SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT**

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Personnel Officer

### **Examination Open to the Public**

## **Sr. Social Welfare Examiner—Exam #64376**

**EXAM DATE: June 23, 2018**

**LAST DATE TO FILE: May 4, 2018**

**SALARY: \$18.94 per hour**

**HOW TO APPLY:** Must complete Civil Service application and submit to Schuyler Co. Civil Service, 105 Ninth St., Unit 21, Watkins Glen, NY 14891. A \$15.00 examination fee payable by cash, money order, or check made payable to the Schuyler County Treasurer must be submitted with application. Please write the name and number of the examination on the check.

**VACANCY:** One vacancy in this title has been filled provisionally in the Schuyler County Social Services Department. A permanent appointment will be made from the eligible list that results from this examination. The eligible list will also be used to fill any appropriate full-time and/or part-time vacancies as they occur.

**RESIDENCY REQUIREMENT:** Candidates must have been **legal residents of Schuyler or a contiguous (Chemung, Seneca, Steuben, Tompkins and Yates) county** for at least one month immediately preceding the date of the written examination. Preference in appointment may be given to a resident of the jurisdiction for which there is a vacancy.

**JOB DESCRIPTION:** The work involves responsibility for acting as a lead worker with a group of Social Welfare Examiners and clerical employees engaged in establishing financial eligibility for the various programs administered by the Social Services Department. The incumbent is also responsible for making selected eligibility determinations and processing cases for opening of continuing assistance. The work is performed under the supervision of a Principal Social Welfare Examiner or other Social Services Department supervisor. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Leads and participates in the coordination of the client's eligibility for assistance, including initial categorical determination and evaluates available resources in relation to eligibility;  
Reviews Social Welfare Examiners' work for accuracy and aids in new employee's training;  
Makes redeterminations of client eligibility for program assistance;  
Contacts cooperating agencies to verify client's eligibility for benefits;  
Refers clients when appropriate to caseworkers, or to other specialists such as housing, employment, legal or medical support services;  
Reports findings of investigations and makes recommendations for proper disposition of cases reviewed;  
Uses the Welfare Management System terminal to input and extract data on client's cases;  
Appears at administrative or judicial proceedings when required to interpret decisions on client applications for public assistance;  
Interprets Federal, State and local policies and programs to Social Welfare Examiners;  
Attends continuing education training regarding new State and Federal laws and mandates concerning social services programs;  
Presents outreach programs on food stamps to senior citizens on site at senior housing, food pantries, and the Office for the Aging;  
Uses a computer to prepare a variety of reports, and to enter and retrieve data from various databases;

Makes collaborative contacts to verify eligibility;  
Prepares documentation, presents evidence, and/or testifies in court, at Fair Hearings, or Administrative Hearings as required;  
Assists in the formulation of policies and procedures and interprets programs;  
May determine overpayments of assistance by producing budgets and/or benefits issued to recipients on the basis of inadequate or fraudulent information presented to the agency;  
Conducts and arranges for appropriate training for staff;  
Develops, implements, and presents training modules;  
May be required to research and prepare grant applications;  
Prepares a variety of records and reports.

**MINIMUM QUALIFICATIONS: Either:**

- (A) Completion of two years (60 semester credit hours) of study in a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, two years of work experience, or its part-time equivalent, in examining, investigating or evaluating claims for assistance such as veterans and unemployment benefits, or determining qualifications for insurance or other similar programs operating under established criteria for eligibility; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four years of experience as outlined in (A); or
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**SUBJECT OF EXAMINATION:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas: **USE OF CALCULATORS IS ALLOWED**

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 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.

2. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

3. Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

#### 4. 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](http://www.cs.ny.gov/testing/localtestguides.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.

Applications and announcements are available at [www.schuylercounty.us](http://www.schuylercounty.us)  
or the Schuyler County Civil Service Office  
105 Ninth St., Unit 21, Watkins Glen, NY 14891  
(607) 535-8190

**Date Issued: April 4, 2018**

#### ***SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS***

Application: An original application must be filed for each separate examination. Applications must be received by 4:30 p.m. in the Civil Service office on the “Last Filing Date” to be considered for this examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Submission of a resume does not relieve you of the

responsibility for completing all sections of the application. Answer every question; incomplete applications will be disapproved. Be sure to read the detailed announcement to determine whether or not you meet the announced requirements. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. Notify this office if your address changes after applying. No attempt will be made to locate candidates who have moved. Download application and forms at web site [www.schuylercounty.us](http://www.schuylercounty.us).

**Education:** A copy of your diploma should be submitted if you qualify by possession of a degree. Transcripts should be submitted whenever the qualifications require a specific college major or specified number of credits.

**Fee and Fee Waiver:** Application fee of \$15 must be submitted with application. Cash, money order or check made payable to Schuyler County Treasurer. Write exam name and number on check. The examination fee may be waived for persons claiming to be "unemployed and primarily responsible for the support of a household." Use Schuyler County Waiver form.

**Application Review:** Disqualified candidates will receive a disapproval letter and will have the opportunity to submit facts in opposition to disqualification. Approved candidates will receive an admission letter a week before the date of the exam telling when and where to appear for the examination. If you do not receive your letter within five days of the examination, call the Civil Service office at 607-535-8190. Falsification or material misstatements of any part of the application may result in disqualification from the exam or from permanent competitive appointment. Statements on the application may be verified after the examination is held. At that time those candidates not meeting the requirements will be disqualified.

**Residency:** Candidates must be legal residents of Schuyler County or one of the contiguous counties (Yates, Seneca, Steuben, Chemung, or Tompkins) for at least one month immediately preceding the examination date. For some examinations, residency may be waived. Under Section 23-4a of Civil Service Law, a municipality may request a certification of eligible candidates who have been residents of that municipality for at least one month prior to certification.

**Multiple Examinations:** Qualified candidates may take a combination of examinations being given on the same date. The time limit for any combination or series of examinations cannot exceed eight (8) hours.

**Cross-filing:** If you have applied for any other civil service examinations to be given on the same test date by New York State or any other local government jurisdiction, you must notify Schuyler County Civil Service of your intent to take both a State and local government examination. When taking both a State and local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. (2) If you have applied for examination with another local civil service agency, submit a cross filing form with each agency to make arrangements no later than two weeks before the date of the examinations; indicate the test site at which you wish to take your examination.

**Calculators:** Unless otherwise notified, candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. No books or other reference materials are allowed.

**Eligible Lists:** Unless otherwise noted, the final rank order of the eligible list established as a result of this exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will not be less than one year but no more than four years. Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

**Rating:** This examination is announced and will be rated 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 exams will apply to this examination.

**Veterans/Military:** Veterans or disabled veterans who wish to claim additional credit must submit a copy of their DD-214 and supporting paperwork before the eligible list is established. The requirements set by NYS for these credits must be met. Military Service members on active duty on the exam date may request a military make-up examination.

**Children of Firefighters and Police Officers Killed in the Line of Duty:** 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. You must inform this office when you submit your application and must also submit documentation before the eligible list is established.

**Religious Observers:** Most tests are held on Saturdays. If the test date conflicts with a religious observance or practice, check the box on the application. Arrangements will be made for an alternate test date, usually the following Monday.

**Disabled Persons:** If special accommodations for testing are required, please indicate in writing the disability and desired conditions necessary to accommodate your disability by the last filing date of the exam.

**School District Positions:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district as involving direct contact with students, a clearance for employment from that state education department is required.

**Background Investigation:** Candidates may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, including a fingerprint check, to determine suitability for appointment.

This examination may be rescheduled if there is a weather emergency. Listen to radio station WFLR for information.