**NIAGARA COUNTY**
**CIVIL SERVICE**
**111 Main Street – G2**
**Lockport, New York 14094**

***Malcolm A Needler***
*Personnel Officer*

*(716) 438-4071*

# SOCIAL SERVICES WORKER

## No 65-650 Examination Open to the Public — Salary Range: $19.25 - $23.58

The examination will be held to establish an eligible list used to fill any appropriate vacancies in the Department of Social Services, for the Niagara Falls office, that may occur during the life of the list. **The list established from this exam will supersede any existing list for this title if the existing list is at least one (1) year old or if there are fewer than three (3) candidates remaining.**

**RESIDENCE REQUIREMENTS:** Candidates must have been legal residents of Niagara County for at least one (1) month immediately preceding the date of the written examination and such residency must continue until the time of appointment. **Preference in appointment may be given to successful candidates who have been residents of the municipality in which the appointment is made. Non-residents may be required to become a resident of the appointing municipality if local law so states.**

**MINIMUM QUALIFICATIONS: Candidates must meet the following on or before the date of the written exam. If you do not meet these qualifications, your application will be disapproved and your filing fee will not be refunded.**

Graduation from high school or possession of a high school equivalency diploma and one of the following:

1. Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; **OR**
2. Two (2) years of paid experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility; **OR**
3. Two (2) years of paid experience in a human services agency identifying client problems and referring clients to appropriate resources; **OR**
4. Two (2) years of paid general clerical or office experience.

**NOTE:**

1. Clerical experience involves the performance of routine office tasks, such as keeping records and accounts, correspondence, recording/entering and retrieving data and/or information, in accordance with prescribed procedures. Cashier and bank teller experience is not accepted;
2. Part-time experience will be pro-rated.

**DUTIES:** This is a technical position in the Department of Social Services. Incumbents in this class participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Food Stamps and Child Support Enforcement services. The work is performed in accordance with regulations and department policy and involves investigations; in-depth interviewing, frequently under stressful conditions; making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher-level employee with some leeway allowed in the performance of work assignments. Supervision is not normally a function of the class; however, this class may act as a technical resource in a specialized area. Does related work as required.

**NOTICE TO CANDIDATES:** The use of calculators is **ALLOWED.** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

**DRUG SCREENING:** Applicants may be required to undergo a drug-screening test to determine suitability for appointment in accordance with local policies. Applicants who test positive may be restricted from future certification.

**APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.**
**YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.**

FILING DEADLINE

**October 23, 2020**

A **non-refundable $15.00 application fee** is required.
Apply and pay online or submit a check or money order payable to: **Niagara County Civil Service**

**ANNOUNCEMENT ISSUED: September 29, 2020**

EXAMINATION DATE

**December 5, 2020**

**BACKGROUND INVESTIGATION:** 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.

**FEE WAIVERS:** Waivers for the filing fee must be completed in full and submitted with required documentation or your application will be disapproved.

**SUBJECT OF EXAMINATION:** There will be a written test which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills, and/or abilities in such areas as:

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. **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: 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.

**CANDIDATES NOTE:** You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangement for taking all tests at one test site. All examination for positions in State government will be held at a State Examination Center.

**COLLEGE CREDITS MUST BE VERIFIED WITH AN OFFICIAL TRANSCRIPT**. If you have listed college or special courses on your application it will be necessary for you to submit an official transcript or special course certificate. **Documents can be submitted electronically or in hardcopy format but must be on official letterhead or stationary.** ***If these documents are not on file prior to canvassing/certification for vacant positions, your name will not be canvassed/certified and your name will be removed from consideration for all appointments.***

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

**Please review IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES**

Niagara County Civil Service #2020-83