



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

*Malcolm A Needler
Personnel Officer
(716) 438-4071*

CRISIS SERVICES PHONE AIDE

No 67-737 Examination Open to the Public

Salary Range: \$19.25 - \$21.70

The examination will be held to establish an eligible list used to fill **two current full-time vacancies, two part-time vacancies**, and any other appropriate vacancies in the Niagara County Mental Health Department that may occur during the life of the list. **The list established from this exam will supersede any existing list for this title.**

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 an equivalency diploma **AND** one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a Human Services or Social Sciences field; **OR**
2. Completion of at least thirty (30) credit hours in a Human Services or Social Sciences field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; **OR**
3. Two (2) years of experience in a paid or active volunteer emergency services position (i.e. 911 service, medical or psychiatric emergency or inpatient unit, or crisis telephone program;) **OR**
4. Two (2) years of employment in a mental health or human services setting performing direct services to individuals (i.e. case/care manager, youth or crisis counselor, nursing assistant, direct service professional, peer specialist;) **OR**
5. An equivalent combination of education, training, and experience.

NOTE: Verifiable volunteer and/or part-time experience will be pro-rated.

DUTIES: Performs a wide variety of tasks in a county-wide Crisis Services Call Center. Employees in this class provide service through a 24-hour county-wide Crisis Services Call Center providing needs assessment and referrals on the telephone for a wide range of callers by utilization of the Crisis Intervention Model and suicide assessment procedures. Callers may include, but not be limited to persons with situational, personal, family disturbances, drug or alcohol problems, etc. Performs related duties as required.

NOTICE TO CANDIDATES: The use of calculators is **RECOMMENDED**. 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.**

**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

JUNE 3, 2022

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: May 3, 2022

EXAMINATION DATE

JULY 16, 2022

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.

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. **Applying information:** These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.
2. **Working with people in human services situations:** These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.
3. **Customer service:** These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

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**](#)