



**NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – Suite G2
Lockport, New York 14094-2740**

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

SENIOR SOCIAL SERVICES WORKER

No 73-663 Promotional Examination

Salary Range: \$24.87 - \$28.76

The examination will be held to establish an eligible list used to fill any appropriate vacancies in the Niagara County Department of Social Services that may occur during the life of the list. **This list will supersede any existing eligible list that has fewer than three (3) interested candidates.**

PROMOTIONAL QUALIFICATIONS: Two (2) years of permanent competitive class status as a Social Services Worker in the Niagara County Department of Social Services immediately preceding the date of exam.

SENIORITY CREDIT: Seniority is based on the length of continuous permanent classified service in the jurisdiction in which promotion is sought, with points added to an eligible candidate's passing score for each appropriate five-year period or fraction thereof in accordance with the following schedule:

Less than 1 year	0 points
1 year up to 6 years	1 point
Over 6 years up to 11 years	2 points
Over 11 years up to 16 years	3 points
Over 16 years up to 21 years	4 points
Over 21 years up to 26 years	5 points

NOTE: Any person otherwise meeting the requirements for an examination, who was laid off from an agency for which the exam is being held, and whose name is presently on a **PREFERRED LIST**, is eligible to compete in the exam. When completing their application, such persons should be sure to indicate their present employment and/or title and location of their last permanent employment in the municipality.

DUTIES: This is a higher-level 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 Special Investigations. In addition, the incumbent is assigned either limited supervisory responsibility or specialized work that requires thorough knowledge of an area such as fraud investigations. The role that this individual assumes depends upon the workload and the organizational structure of the agency. The class differs from that of Social Services Worker by virtue of either limited supervisory responsibility or high level specialized work, whereas the Social Services Worker performs more routine work. The class differs from that of Principal Social Services Worker by virtue of limited supervisory responsibility, whereas, Principal Social Services Worker functions as the true supervisor of a unit. Work is performed under the general supervision of a higher-level employee with leeway allowed for independent judgment in the performance of work assignments. Limited supervision may be exercised over the work of subordinate employees. 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.**

**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 19, 2023

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 15, 2023

EXAMINATION DATE

DECEMBER 2, 2023

FEE WAIVERS: Waivers for the filing fee must be completed in full and submitted with required supporting 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. **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.
2. **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.

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.
4. **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.

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 examinations for positions in State government will be held at a State Examination Center.

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 # 2023-95