



## NIAGARA COUNTY JOB POSTING OPEN TO THE PUBLIC

DATE POSTED: 1/1/2025      DEADLINE: 12/31/2025

POSITION TITLE/ #: **SOCIAL SERVICES WORKER – HELP PROGRAM – CONTINUOUS RECRUITMENT**

POSITION CLASS: **NON-COMPETITIVE**

PAY RATE: **\$25.11 - \$28.85**

WEEKLY HOURS: **35**

DEPARTMENT/DIVISION: **VARIES**

WORK LOCATION: **LOCKPORT OR NIAGARA FALLS (MUST BE WILLING TO WORK IN EITHER LOCATION)**

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STATUS FOR PUBLIC CANDIDATES: **Continuous Recruitment Posting**

DESCRIPTION: For a complete job description and minimum requirements please visit:  
[https://niagaracounty.com/Employment/Job Specs for Civil Service Positions.php](https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php)

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.

This position is non-competitive and covered under the HELP Program. Information on the HELP Program can be found here:  
<https://www.niagaracounty.com/employment/#outer-1641>

MINIMUM QUALIFICATIONS: **PROMOTIONAL QUALIFICATIONS**: Candidates must be permanently employed in the competitive class or a 55-a designated position in the Niagara County Department of Social Services and must have served on a permanent basis for one (1) year as a Clerical I, Clerical II, Clerical III, Account Clerical I, Account Clerical II, Account Clerical III or Energy Assistance Worker or any combination of these titles. The service must all have been at the Department of Social Services immediately preceding the date of written examination.

**OPEN-COMPETITIVE:** Graduation from high school or possession of an equivalency diploma and one of the following:

1. Completion of sixty (60) college credit hours; 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; OR
5. An equivalent combination of training and experience as defined by the limits above.

**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;
3. Degrees and/or credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

Apply electronically at: <https://niagara-portal.mycivilservice.com/> or submit paper applications to: Niagara County Human Resources, 111 Main Street – Suite G2, Lockport, NY 14094

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Applications, Job Specifications, Job Postings & Exam Announcements can be found here:  
<https://niagara-portal.mycivilservice.com/>

Niagara County policy prohibits discrimination in employment, program activities, contracting, and procurement against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, veterans status, national origin, or any other characteristic protected by federal or state law.

Niagara County is an Equal Opportunity Employer  
Form Revised 4/4/2023