



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 67-081 Examination Open to the Public

Salary Range - \$18.14-\$20.44/hour

The examination will be held to establish an eligible list used to fill one (1) part time vacancy and any appropriate full-time or part-time vacancies in the 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:** 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 employment in a paid emergency service position, i.e., 911 service, medical or psychiatric emergency or inpatient unit, crisis telephone program or case management program;
- OR:** 4. Two (2) years as an active volunteer in a Crisis Services program such as the Niagara County Crisis Services Call Center.

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 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 22, 2019

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 24, 2019

EXAMINATION DATE

DECEMBER 14, 2019

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. **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.
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. **Interviewing:** These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
4. **Working with office records:** These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

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.

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 arrangements for taking all tests at one test site. All examinations 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**](#)