



Ontario County Department of Human Resources  
3019 County Complex Drive  
Canandaigua, NY 14424  
[www.ontariocountyny.gov](http://www.ontariocountyny.gov) ~ ~ (585) 396-4465

*Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful*

*Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community*

## VICTIM ASSISTANCE COORDINATOR

Civil Service Exam held in Ontario County  
(Promotional)

**Exam Date**  
February 5, 2021

**Exam Number**  
71-068

**Application Deadline**  
December 22, 2021

It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

**Pay Rate:** Ontario County 2021 Salary Range: \$57,700.50 - \$72,852.00 (\$29.59 - \$37.36/hr). 2022 salary pending negotiations.

**Vacancy:** The Ontario County District Attorney has one (1) position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on the Civil Service Eligible List established as a result of this examination.

This examination is being held to establish an Eligible List to fill future vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from this Eligible List. If an eligible accepts a Contingent-Permanent appointment their name will be removed from the Eligible List only for the department or agency in which she/he received the Contingent-Permanent appointment. Once appointed, there will be a probation period of 8 to 26-weeks based on performance of duties.

### **Qualifications:**

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

**Minimum Qualifications:** Immediately preceding the examination date, candidates must possess Permanent Competitive status in the position of Victim Assistance Officer **or** Victim Assistance Case Manager for two (2) years in the Ontario County District Attorney's Office.

**Special Requirement for Appointment:** Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

**Anticipated Eligibility:** Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

**Job Description:** This is a public contact position involving the responsibility for planning and organizing the Victim/Witness Assistance Program. The duties require the application of modern social work techniques in making evaluations of adult and child crime victims and in assisting persons involved in the criminal justice system. Interviews victims and witnesses of crime to determine the kind of assistance needed, and provides follow-up and referral service. While supervision is not a major function of this title, oversight and instruction will be provided to all staff in the victim assistance program. Work is performed under the general supervision of the District Attorney. Does related work as required.

**Subjects of Examination:** A test designed to evaluate knowledge, skills and/or abilities in the following areas:

**1. Educating and interacting with the public** - These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

**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. Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

**4. Organizing and Administering Social Work Services Programs** - These questions test for the knowledge and ability to develop, oversee and administer social work services programs. Questions may cover such topics as developing and administering policies and procedures, planning, implementing, monitoring and evaluating program services and staff, interpreting and applying social services laws, regulations and standards, and representing agency programs to community agencies, individuals and groups.

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 are allowed to use quiet, hand-held, solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:**

**Ontario County Human Resources Webpage at <http://www.ontariocountyny.gov/94/Human-Resources> and NOTICE will be emailed to all approved Applicants no later than 7:30 AM the day of the scheduled exam.**

**SENIORITY CREDITS (POINTS) WILL BE ADDED TO A SUCCESSFUL ELIGIBLE'S SCORE AS FOLLOWS:**

- Less than one 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

It is the candidates' responsibility to keep their contact information (email address, phone number & USPS mailing address) current. The Address Change Form can be found at the Ontario County Department of Human Resources website: [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources). To be considered for preference in certification based on residency, you must include the city and/or town/village and school district you live in. All communication is done electronically through the applicant provided email address.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "**Religious Accommodation**". We will make arrangements for you to take the test on a different date (usually the following business day).

**Disabled persons:** If special arrangements for testing are required, indicate this on your application form.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

**Public Service Loan Forgiveness Program (PSLFP)** - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <https://studentaid.ed.gov/>

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith Director of Human Resources  Victim Assistance Coordinator Exam No. 71-068 Issued: November 24, 2021
--------------------------------------------------------------------------------------------------------------------------------------