



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*

## FAMILY SERVICE FACILITATOR (SPANISH SPEAKING)

Civil Service Exam held in Ontario County  
(Open to the public)

**Exam Date**  
March 2, 2024

**Exam Number**  
64-248

**Application Fee\***  
\$15.00 (Do not send cash)

**Application Deadline**  
January 24, 2024

\*The non-refundable Application and Administrative Fees must be submitted at time of application (credit or debit card only).

A \*Fee Waiver is available to candidates who meet the requirements.

**Pay Rate:** Geneva City School District 2024 starting salary: \$17.40/hr.

**Residency Requirements:** Candidates must have their domicile of Ontario, Livingston, Monroe, Seneca, Steuben, Wayne, or Yates County for at least one month immediately preceding the examination date.

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

**Minimum Qualifications:** EITHER:

1. Possession of a Bachelor's Degree, or higher, in education, sociology, human services or behavioral science or a closely related field; OR
2. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full-time paid, or its part-time equivalent, experience in para-professional counseling OR providing human or education-related counseling services in a public or private human services agency; OR
3. An equivalent combination of training and experience as defined by the limits of (1) and (2) above

**Special Note: Education:** Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**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.

**Vacancy:** 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 52-weeks based on performance of duties.

Eligible Lists established by Ontario County Department of Human Resources are used to fill vacancies in Ontario County Government, its Cities, Towns, Villages, School Districts, Fire Districts, and public libraries, the Finger Lakes Community College, Geneva Housing Authority, and the Wayne-Finger Lakes BOCES.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

**Job Description:** The work involves responsibility for providing advice and assistance to the parents, guardians and family members of educationally, economically, socially or otherwise disadvantaged students. The incumbent in this position personally provides or supervises a program of informal family counseling and organizes, schedules and may personally conduct parent and family education meetings. The incumbent must possess the ability to understand, read, and translate orally and in writing both English and Spanish. The work is performed under the general supervision of an administrator, with considerable leeway allowed for the use of independent judgment. Does related work as required.

**Background Investigation:** Candidates may be subject to a thorough background investigation and psychological evaluation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

**Special Requirement for Appointment in School Districts or BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a School District or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

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

**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. Child development** -These questions test for knowledge and understanding of child development. Questions may cover such topics as psychological, social, and biological influences on a child's personality; family socialization; parent-child relationships; self-concept; normal and abnormal behavior; causes of problem behavior; influence of peers; educational and recreational activities; and the role of social interaction on cognitive development.

**3. Principles and practices of social casework** -These questions test for knowledge of the principles and practices used to provide casework services to individuals and/or families of all ages, backgrounds, and circumstances. Questions will test for application of this knowledge in various settings and will include such topics as assessment, monitoring and evaluating services, counseling, referrals, and advocacy.

**4. 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.

**Test guide:** 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>.

**USE OF CALCULATOR IS RECOMMENDED.** Candidates are permitted 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.**

In addition to the Subjects of Examination covering the written test, a performance test will be conducted as follows:

**Spanish Language Proficiency Test:** The language proficiency test is designed to evaluate the candidate's oral proficiency in the target language, at the level appropriate for the title being filled. A Level II proficiency in the Spanish language is required to pass the qualifying oral proficiency test for this title. This is equivalent to having a working oral language proficiency with understandable, smooth expression at a conversational level of communication.

Based on the ranking on the written test, only a sufficient number of candidates needed to fill present vacancies will be called to take part in the oral Spanish proficiency test. As additional vacancies occur, additional candidates who were successful on the written test portion of the examination will be invited to take the Spanish proficiency test. The Spanish Language Proficiency Test will be rated on a pass-fail basis.

**Language Oral Proficiency Test Waiver:** The oral Spanish language proficiency test will be waived for candidates who have previously passed a Spanish language proficiency examination that was administered under the direction of the Ontario County Department of Human Resources or in any local municipality in New York State within the past five years and was passed at or above the required Level II proficiency standard. If you wish a waiver of the oral portion of this examination, submit a request **within thirty days of the written test** to this Office indicating the title, examination number and the municipality for which it was taken.

**NOTE: ONLY THE WRITTEN TEST SCORE WILL DETERMINE THE FINAL TEST SCORES.**

**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.

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources). Completed applications and application fees must be electronically submitted by 11:59 p.m. on **JANUARY 24, 2024.**

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 the 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.

**CROSSFILER: Applying for Civil Service Examinations in Multiple Agencies When The Exams are Scheduled on Same Date:** If you have applied to take a written test for other local jurisdictions (county, town, city) that is scheduled on the same test date as this written test, you must notify, in writing, each of the local jurisdictions no later than 15 days before the test date of the test site at which you wish to take your examination. Arrangements for you to take all tests at one site are made through NYS Department of Civil Service. You must provide a list of all exam titles, numbers and locations for which you have applied on a Cross Filing Form. Click [here](#) to access the Cross Filing Form and once completed, please forward to: [hr@ontariocountyny.gov](mailto:hr@ontariocountyny.gov). All examinations for positions in State government will be held at a State examination center.

\*The required **NON-REFUNDABLE application and administrative fees** must be submitted at time of application. If your application is disapproved, the fees will not be returned to you. Do not send cash, check or money order. If you are approved and do not appear for the examination, you forfeit the fees as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. The Fee Waiver Form can be found at the Ontario County Department of Human Resources website: [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources).

In conformance with Section 85-a of the Civil Service Law, **children of firefighters and police officers killed in the line of duty** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a maximum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

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.

**Veterans' Credits:** Honorably discharged veterans may apply for additional points to be added to their final passing score on civil service examinations. The *Application for Veterans Credits*, the *Authorization for Disability Record*, and additional information regarding the requirements are available on our website at: [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources). Completed forms must be received by this office before the Eligible List, from this examination, is established.

**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: <http://studentaid.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

Family Service Facilitator (Spanish Speaking)  
Exam No. 64-248  
Issued: December 27, 2023