



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424

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

SENIOR SOCIAL WELFARE EXAMINER

Civil Service Exam held in Ontario County
(Promotional)

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| <u>Exam Date</u> December 7, 2024 | <u>Exam Number</u> 70005-030 | <u>Application Deadline</u> November 6, 2024 |
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Pay Rate: Ontario County 2024 salary range: \$55,497 - \$68,523 (\$28.46 - \$35.14/hr.)

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 26-weeks based on performance of duties.

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

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 Social Welfare Examiner for one (1) year OR must possess Permanent Non-Competitive status in the position of Social Welfare Examiner (HELP Program) for two (2) years in the Ontario County Department of Social Services.

Special Requirement for Appointment: Certain assignments made to employees in this class will require access to transportation to meet field work assignments 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 an experienced worker position involving responsibility for the oversight and instruction of a group of Examiners in the interpretation and application of Social Service rules and regulations. Work is performed under the general oversight of a Supervising Examiner. Direct oversight is exercised over Examiners and a clerical staff. Does related work as 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.

Subjects of Examination: (Continued)

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.

Test guide: 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 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

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at www.ontariocountyny.gov/HumanResources. Completed applications must be electronically filed by 11:59 p.m. on **NOVEMBER 6, 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. 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.

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. 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

Senior Social Welfare Examiner
Exam No. 70005-030
Issued: October 9, 2024