

THE HELP PROGRAM

HIRING EMERGENCY LIMITED
PLACEMENT



CONTACT

ONTARIO COUNTY HUMAN RESOURCES
FOR MORE INFORMATION



(585) 396-4465

EMPLOYEES HIRED UNDER THE HELP PROGRAM:

- Must meet the minimum qualifications of the position for which they are applying and any other conditions of employment.
- Will be eligible for permanent appointment after completing a one-year probationary period and will be granted non-competitive status after successful completion of the probationary period.

APPOINTMENT TO THIS POSITION:

- This position will be filled as a "Contingent Permanent Appointment." Please read the attached definition below.

WE OFFER:

- Excellent benefits and tuition assistance programs.
- Paid holidays. New employees start with five additional vacation days.
- Regular raises.

This temporary program allows for a waiver of Civil Service Examinations for certain titles, in an effort to get qualified candidates quickly into vacant positions.

WE'RE HIRING: Human Services Worker Ontario County Department of Probation

Starting 2026 Salary: \$51,616.50/yr (\$26.47/hr)

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: EITHER:

1. Possession of an Associate Degree, or higher; OR
2. Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time equivalent, providing direct human or education-related services to clients in a public or private human services agency; OR
3. An equivalent combination of training and experience as described in (1) and (2) above.

Please see additional notes and requirements below.

www.ontariocountyny.gov

APPLY TODAY!



HUMAN SERVICES WORKER

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: EITHER:

1. Possession of an Associate Degree, or higher; OR
2. Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time equivalent, providing direct human or education-related services to clients in a public or private human services agency; OR
3. An equivalent combination of training and experience as described in (1) and (2) above.

NOTE: Advanced education degree received will be accepted in lieu of the minimum education noted.

NOTE: Experience in a human services agency, such as Social Services, Public Health, or Office for the Aging, that is primarily clerical or administrative in nature may be considered qualifying if it involved substantial interaction with clients and support of program service delivery, such as obtaining information from clients, assisting with completion of forms and applications, explaining program procedures, triaging client needs in person or by telephone, and supporting professional staff in the provision of services. Experience limited to routine clerical duties without significant client contact or involvement in program services will not be considered qualifying.

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.

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.

DISTINGUISHING FEATURES OF THE CLASS: This position assists professional staff in a variety of assignments. The specific duties will vary according to the assigned program area, though most will involve significant contact with the public. Duties may include determination and verification of eligibility for programs/services, assisting clients in accessing and providing supportive services. Work is carried out under direct supervision of a higher-level position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients and obtains information required to determine eligibility for various programs;
Assists in gathering of information for Human Services Agency personnel from a variety of sources, including public and private social agencies, law enforcement agencies, courts, victims, employers, etc.;
Reviews and verifies information and documentation to determine eligibility for various programs;
Inspects housing for compliance with local/state/federal laws;
May assist Probation Officers in the collection of court ordered restitution and fines by contacting offenders;
May assist Probation Officers in providing services to victims of domestic violence by gathering information for the preparation of legal documents;
Makes home visits to gather information regarding clients and other household members;
Provides client transportation to and from appointments relating to the programs/services provided by the departments or units thereof;
Provides a variety of routine client services in areas of housing, employment, health, education and other supportive services;
May escort clients to and from appropriate services as necessary;
May supervise clients and/or members of a household in a structured setting;
Makes referrals to other supportive services/programs within and outside of department;
Confers with judges, court personnel, attorneys, police, education and social agency personnel and various other groups and personnel;
Provides outreach services and may act as liaison between departments, units, families, schools and other agencies providing services;
Assists in arranging services for clients;
Assists in financial management for clients;
Compiles case records and a variety of statistical and narrative reports relating to clients or programs.

HUMAN SERVICES WORKER

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of interviewing techniques;

Working knowledge of programs;

Working knowledge of general concepts relating to poverty, education, migrant families, aging, health and family issues, and criminal justice system;

Ability to analyze facts obtained in making judgments regarding eligibility;

Ability to establish and maintain effective working relationships with clients, other agencies and co-workers;

Ability to use and operate personal computers and related peripheral equipment;

Ability to communicate effectively in English, both orally and in writing;

Ability to recognize needs for service referrals;

Ability to understand oral and written instruction, policies;

Patience and understanding;

Physical condition commensurate with the demands of the position.

“CONTINGENT PERMANENT APPOINTMENTS” DEFINITION

A position left temporarily vacant by the leave of absence of the permanent incumbent may be filled, at the discretion of the Appointing Authority, by a contingent permanent appointment. Any person appointed on a contingent permanent basis shall have all the rights and benefits of a permanent competitive class employee subject to the following limitations:

- Probationary Period: All appointments made under this rule shall be required to complete the probationary period for original appointment or promotion as prescribed in these rules.*
- Return of Incumbents: In the event of layoff or the permanent incumbent returns from leave of absence, persons holding positions on a contingent permanent basis shall be displaced before any persons holding permanent status in the same title regardless of total seniority. In the event more than one position in the same title is held by persons having contingent permanent appointments, displacement among those persons shall be based on the inverse order of their contingent permanent appointments.*
- Preferred List: Upon displacement, if the contingent permanent appointee was made from a promotional eligible list, he/she shall be restored to his/her permanent position and have their name placed on a preferred eligible list for certification as a mandatory list only to the department or agency in which the contingent permanent appointment was made. If the contingent permanent appointee was appointed from an open-competitive eligible list and does not have a permanent position to return to, he/she shall have their name placed on a preferred eligible list for certification as a mandatory list in the civil division in which the contingent permanent appointment was made.*
- Seniority: When a contingent permanent appointment matures into a permanent appointment, the date of permanent service shall be the date of the original contingent permanent appointment.*
- Promotion: When a permanent competitive class employee accepts a contingent permanent appointment, the position vacated by such employee shall not be filled except on a temporary or contingent permanent basis until the contingent permanent appointment matures into a permanent appointment.*