

Personnel and Civil Service

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Bethany O'Rourke Personnel Officer

PROMOTIONAL Examination Announcement **Senior Social Welfare Examiner; EXAM # 78340**

Issued: 05/06/2022

TEST DATE: Saturday, 06/25/2022

CAREFULLY read the following:

Application Deadline: 05/26/2022

Please apply online at: <https://www.tiogacountyny.com/departments/personnel-civil-service/> Review the information and instructions at the end of this announcement! Applications must be post marked on or before the application deadline date. Applications received or post marked after the application deadline date will be disqualified. There are **NO** exceptions.

The online application portal is accessible if using a smart phone. If you are unable to apply online or if the portal is not functional, applications may be printed from our web site (*Civil Service – Application Forms*). Applications may also be obtained in our department during regular office hours.

Application Filing Fee: No fee associated with promotional exams

Time and Place of Written Examination: Approved candidates will be notified by admission letter 7 to 10 days prior to the written test date as to when and where to appear. **All notices of admission or disqualification will be sent by email to online applicants.** You are responsible for checking your spam folder! Applicants who do not have email will be sent notice of admission or disqualification by postal mail to the address provided. **Be sure to bring the admission letter with you to the examination.** If you have not received an admission letter **3 days before** the written test date, call 607-687-8494

NOTE - In accordance with Section 52 of Civil Service Law, employees in a department in which a vacancy occurs will be certified first for appointment.

LOCATION OF WORK

Tioga County Dept. of Social Services

MINIMUM SALARY

\$42,329 (2022-base CSEA SG IX)

VACANCIES

Current / Provisional

Promotional Qualifications: At time of examination, candidates must be currently employed and have twelve (12) months continuous **permanent** competitive class **status** as a Social Welfare Examiner **within a Tioga County Department of Social Services.**

Distinguishing Features of the Class: The work involves responsibility for monitoring and assisting a group of workers establishing financial eligibility for the various programs administered by the local social services district; or verification including field review of a sample of the initial financial eligibility determinations. The role that this individual assumes depends upon the workload and organizational structure of the agency. The work is performed under general supervision in accordance with prescribed policies and procedures. Supervision is exercised over the work of Social Welfare Examiners, and other subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES FOR THIS POSITION ARE AVAILABLE TO REVIEW UPON REQUEST

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

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.

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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.

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.

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.

Use of Calculators: The use of a calculator is **ALLOWED**. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. Cell phone calculators are prohibited.

SENIORITY CREDIT: Service starts with the time of original entry in the **permanent classified service** of the municipality in which promotion is sought. Credit or "points" will be added to a passing score of 70 or higher as follows:

POINTS	YEARS OF SERVICE
0	Less than one (1)
1	1 year, up to six (6)
2	Over 6, up to 11
3	Over 11, up to 16
4	Over 16, up to 21
5	Over 21, up to 26

Tioga County is an Equal Opportunity Employer

ADDITIONAL INFORMATION AND INSTRUCTIONS

ADDITIONAL EXAMINATION CREDIT – Children of Firefighters and Police Officers Killed in the Line of Duty: 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 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 minimum 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.

ADDITIONAL EXAMINATION CREDIT – Veterans or Disabled Veterans desiring to claim additional credit must request and file an Application for Veterans' Credit at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. These credits may only be used once. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veterans' credit in examination. You may not claim veterans' or disabled veterans' credits after the Eligible List has been **established**. It is the candidate's responsibility

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to request and submit an Application for Veterans' Credit before the Eligible List is established. Veterans' credits will only be added to passing examination scores

ALTERNATIVE TEST DATE: When a candidate is aware of a conflict prior to the scheduled test date, the candidate must notify the Department of Personnel and Civil Service in writing as soon as possible. For emergency situations that occur on the scheduled written test date, the candidate must notify the Department no later than three (3) days following the Saturday on which the written test was held. This request may be made by a member of the immediate family or household in the event of a death in the immediate family or a serious illness. Follow link to view this department's policy:

<http://www.tiogacountyny.com/medial/1902/alternativetestdatepolicy.pdf>

APPLYING FOR MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY (Cross-Filing): You must notify all agencies with which you have filed an application of the test site at which you wish to take your examination(s). If you have applied for both **State and Local** government examinations, you must notify Tioga County Department of Personnel **no later than two weeks prior to the test date** of your intent to take both a State and a Local government examination. When taking both a State and a Local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations.

For Tioga County examinations, the Multiple Exam Notice form must be completed. This form is available in the Tioga County Department of Personnel & Civil Service, online at www.tiogacountyny.com, or by calling (607) 687-8207. **If you do not submit your Multiple Exam Notice form two weeks prior to the test date, you may NOT be allowed to sit at the test site you have selected. If you appear at a test site but did not designate this location as your test site on your form, you may NOT be allowed to take your examination(s) at that location.**

APPOINTMENT from an eligible list must be made from the top three candidates willing to accept the appointment. The resulting eligible list will be used to fill current or future appropriate vacancies within Tioga County's jurisdiction.

BACKGROUND INVESTIGATION and Additional Screenings: Candidates may be subject to a thorough background investigation. If requested, applicants will be required to authorize access to educational, financial, employment, criminal history, or other records. **Effective 01/01/16, a criminal background check is required prior to employment within any Tioga County department.** Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to: fingerprinting, psychological, or drug testing. Depending upon appointing authority, applicants may be required to submit the necessary fees for the fingerprint processing. Per Tioga County Civil Service Rule IX (3): A record of disrespect for the requirements and processes of law may be grounds for disqualification for examination or, after examination, for certification and appointment.

CHANGE OF ADDRESS: When a candidate's residence and/or mailing address changes, it is his/her responsibility to notify the Tioga County Personnel Department of such change by submitting a **Change of Information Form**. Documentation may be required to validate a change in residence.

CHANGE OF NAME: When a candidate's name changes, it is his/her responsibility to notify the Tioga County Personnel Department of such change by submitting a **Change of Information Form**.

DISQUALIFICATION: Any applicant may be disqualified for examination, or after examination, for certification and appointment that is not in compliance with the standards and requirements set forth in Section 50 (4) of the Civil Service Law.

ELIGIBLE LIST: In accordance with Section 61 (1) of the Civil Service Law, and as determined by the Tioga County Department of Personnel & Civil Service, the eligible list resulting from this examination **may** be used to fill vacancies in similar related titles.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A listing of acceptable companies which provide this service may be obtained from the following:

<http://www.cs.state.ny.us/jobseeker/degrees.cfm> or by contacting the Tioga County Department of Personnel. You will be responsible for the required evaluation fee.

EXAM HOLDINGS: In the instance where both a **promotional** and an **open-competitive examination** are held for the same title, a mandated **promotional list will be used first** to fill any positions. If you meet both the *promotional* and *open-competitive minimum qualifications*, you must file a separate application and pay any required fee(s) for each exam in order to be considered.

EXPERIENCE: All experience required to meet the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis.)

FALSIFICATION of any part of the "Application for Examination or Employment", "Change of Information Form", or any related documentation may result in disqualification before or after examination in accordance with Tioga County Civil Service Rule IX and/or Civil Service Law Section 50.4.

FEES: Candidates must submit a separate application fee or Application Fee Waiver form for each open-competitive examination that the candidate is applying to take. Candidates will be disqualified from taking the exam if the application fee or waiver form is not received, as directed, from the Tioga County Department of Personnel & Civil Service.

FORMAT: The test may be in written form or it may be administered on a personal computer (PC). The type of test will be stated on the admission notice.

FORMS: Civil Service Applications, Fee Waivers, Cross-File Notification, and Change of Information Form may be obtained online at: <https://www.tiogacountyny.com/departments/personnel-civil-service/>. These forms may also be obtained from the **Tioga County Department of Personnel & Civil Service, Ronald E. Dougherty County Office Building, 56 Main St., Owego, NY 13827, (607) 687-8207**.

MINIMUM QUALIFICATIONS: You **MUST** specifically state how you meet these requirements when completing the application. Unless otherwise noted, qualifications must be met at time of application. *Ambiguity and vagueness will NOT be resolved in your favor.*

NOTIFICATION: If an application is disapproved, notice will be sent by email. Applicants are responsible for checking their spam folder. Applicants who do not have email will be sent notice of admission or disqualification by postal mail to the address provided. *This department does not take responsibility for non-delivery or postal delay.* If the applicant does not receive either a disapproval letter or an admission notice **3 days before** the date of the exam, call (607) 687-8207.

RATING: This written and/or training and experience examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and

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Regulations dealing with the rating of examinations will apply to this written and/or training and experience examination. A score of 70 is considered passing.

RESPONSIBILITY: You are responsible for completing all sections of the official application. *Ambiguity and vagueness will NOT be resolved in your favor.*

SPECIAL ACCOMMODATIONS: Religious Accommodation - Handicapped Persons - Military Personnel - If special arrangements for testing are required, you must notify the Tioga County Department of Personnel & Civil Service in writing and, if requested, provide documentation.

SPECIAL REQUIREMENTS FOR APPOINTMENT IN SCHOOL DISTRICTS and 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 is required.