

PLEASE POST CONSPICUOUSLY

Wyoming County requires a fee for examination, please note applicable section.

WYOMING COUNTY CIVIL SERVICE
EXAMINATION ANNOUNCEMENT

Senior Social Services Program
Specialist

Exam #65321 OC

SALARY: \$21.73 - \$24.98/hr
per 2023 CSEA Contract.

EXAMINATION TO BE HELD:

June 24, 2023

APPLICATIONS ACCEPTED TO:

May 18, 2023 by 4:00 pm in this
office or postmarked by 5/18/23.

ISSUED: April 18, 2023

LOCATION OF POSITION: The resulting eligible list from this examination will be used to fill vacancies as they occur within Wyoming County Department of Social Services.

RESIDENCE REQUIREMENT: Although no residency is required, preference in appointment may be given to candidates who are Wyoming County residents.

CERTIFICATION: Preference in appointment may be given to candidates who presently reside in a civil division or district where the vacancy exists in accordance with provisions of Sec. 23 (4-a) of Civil Service Law.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and

- (A) Possession of an Associate's Degree and two (2) years of experience in examining, investigation, or evaluating claims for assistance or benefits; or
- (B) Four (4) years experience in examining, investigating or evaluating claims; **OR**
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B).

DUTIES: The work involves responsibility for review of the eligibility determinations of benefit programs by reviewing cases and files for accuracy. The incumbent reviews all appropriate cases to ensure accurate compilation of household income, proper coding, the issuance of necessary referrals, accurate payment lines, the correct expenses issued for services rendered, and reviews any other information detailed in the case for accuracy and program compliance. The work is performed under the general supervision of the Principal Social Services Program Specialist.

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

1. 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, candidates 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.

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. 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.

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website: 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 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.

SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS: If special arrangements for testing are required, indicate this on your application. 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.

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

Current members of the Armed Forces may apply for Veteran's credits by filing an Application for Veteran's Credits (Form VC-1). Proof of military status must also be presented and verified in order for consideration of granting of conditional Veteran's credit. Acceptable proof may include a military I.D. card, military orders, or others official military document that substantiates active military service at time of exam. This documentation and VC-1 Form must be received prior to the establishment of the Eligible List for this examination. The conditional status of the additional credits will remain until proof is provided indicating that the service was in time of war and that the veteran received an honorable discharge, or was released under honorable circumstances.

VETERANS: Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for veteran credits with **EACH** application for examination. Candidates who wish to claim veteran credits on an examination should request an application and information sheet from the Wyoming County Civil Service Office. Veterans application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for this examination is established in order to utilize additional credits.

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 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.

APPLICATION FORMS MAY BE OBTAINED AT THE
WYOMING COUNTY CIVIL SERVICE OFFICE
338 N. Main St., Thomson Hall
Warsaw, New York 14569

Telephone: 786-8830
Hours: Monday through Friday 8:00 a.m. - 4:00 p.m.

OR DOWNLOAD AN APPLICATION AT www.wyomingco.net (click on the civil service link)
WYOMING COUNTY -- AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

APPLICATION FEE POLICY

APPLICATION FEE:

You need to file a \$25.00 processing fee for EACH exam you are applying for. The required fee MUST accompany your application.

- Send check or money order payable to the "Wyoming County Department of Civil Service."
- Write the examination number on the check or money order.
- **DO NOT SEND CASH!!**

As **NO** refunds will be made if you fail to appear for the scheduled exam or if your application is disapproved, be sure to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Assistance in determining whether or not you meet the minimum qualifications can be obtained from our office and is yours for the asking.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination**

Announcement. The Application Fee Waiver is available on line at www.wyomingco.net (click on Civil Service) or in our office.

GENERAL INSTRUCTIONS:

1. Falsification of any part of the "Application for Employment" will result in disqualification.
2. Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved. All necessary licenses, diplomas, and transcripts must be attached to the application when required in the "Minimum Requirements" as listed on the exam announcement.
3. Appointments from an eligible list must be made from the top three (3) candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years.
4. It is the responsibility of the candidate to notify the Wyoming County Civil Service Office of any change of name and/or address. **NO** attempt will be made to locate candidates who have moved.

TIME AND PLACE OF EXAMINATION: Approved candidates will be notified by mail regarding the time and place of the examination. If notice of approval or disapproval is not received at least seven (7) days prior to the exam, please call the Wyoming County Civil Service Office at (585) 786-8830.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. For this examination call 786-8830 or write to Wyoming County Civil Service, Warsaw, NY 14569.

If you have applied for other local government examinations, call or write to each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination(s). For this examination call 786-8830 or write to Wyoming County Civil Service, Warsaw, NY 14569.

NOTE: 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.

IF THE MINIMUM QUALIFICATIONS REQUIRE A DEGREE AND/OR LICENSURE/CERTIFICATION THE FOLLOWING STATEMENTS SHALL PERTAIN TO THIS EXAM ANNOUNCEMENT: If you expect to complete the educational

Requirement within 6 months, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Wyoming County Civil Service Office. Proof must be submitted within 2 months, following award of degree; failure to do so will result in removal of your name from the eligible list.

Licensure/Certification: If you are eligible for the required licensure/certification you can be admitted to this examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Wyoming County Civil Service Office.

PROCEDURE FOR REQUESTING ALTERNATE TEST DATE:

1. For situations known prior to when the examination is scheduled for administration, the candidate should get from this office a Request for Alternate Test Date Form as soon as possible before the test date.
2. For emergency situations, you must notify this office no later than Tuesday following the SATURDAY scheduled test date.
3. We **can not** administer any written test **prior** to the **scheduled date**.