

**BEFORE APPLYING FOR THIS EXAM,
PLEASE READ THIS IMPORTANT INFORMATION:**

**APPLICATIONS WILL NOT BE ACCEPTED AFTER
CLOSE OF BUSINESS ON THE APPLICATION DEADLINE.**

The application review fee is **NON-REFUNDABLE**. You will **NOT** receive a refund if your application is disapproved.

HOW TO APPLY FOR THIS EXAM:

STEP 1: **Read this exam announcement thoroughly.** You must compare your qualifications carefully against the MINIMUM QUALIFICATIONS listed on this announcement. Apply only for those exams for which you are clearly qualified. It is your responsibility as an applicant to determine whether you meet the qualifications.

STEP 2: **Submit a Civil Service application.** Go to: mycivilservice.cayugacounty.us/exams and click on the "APPLY" button next to the title of the exam for which you are applying. Your application must show that you meet the minimum qualifications. All experience required to meet the qualifications must be paid, full-time experience (unless otherwise noted).

STEP 3: **Submit the application review fee.** We accept credit cards, checks, money orders, or cash. If paying with a check or money order, make payable to CAYUGA COUNTY. If paying with a credit card, please note that there will be a \$3.00 service fee.

AFTER YOU APPLY:

Approximately **5 DAYS before the exam date**, approved candidates will receive an Admission Notice which will specify the exam time and location. (Disapproved candidates will receive a letter stating reason for disapproval.) If you do not receive an Admission Notice within 3 DAYS of the exam date, contact our office at 315-253-1284.

CELL PHONE POLICY: Cell phones, "Fitbits", smart watches, and all electronic or cellular devices are **NOT** allowed inside the building where the exam is held. Please leave these devices in your vehicle when you attend an exam. A violation of this policy may result in your disqualification.



**Cayuga County Department of Human Resources
and Civil Service Commission**

County Office Building, 2nd Floor
160 Genesee Street
Auburn, NY 13021

Phone: (315) 253-1284

Email: civilservice@cayugacounty.us

Website: cayugacounty.us/civilservice

Fax: (315) 253-1084

**CIVIL SERVICE EXAM
(Open to the Public)**

Human Services Examiner

Exam Date: [Saturday, June 22, 2019](#)

Exam Number

OC# 63752

Application Review Fee

\$15 (non-refundable)*

Application & Fee Deadline

Wed., 5-1-19 (by 5:00 p.m.)

* **All application review fees are NON-REFUNDABLE.** It is your responsibility as an applicant to determine whether you meet the minimum qualifications listed. You will not receive a refund if your application is disapproved.

APPLICATIONS & FEES WILL NOT BE ACCEPTED AFTER CLOSE OF BUSINESS ON THE APPLICATION DEADLINE.

MINIMUM QUALIFICATIONS (Candidates must meet the following requirements in order to take the exam.)

EITHER:

- (A) Graduation from a regionally accredited or NYS registered 2-year college with an Associate's Degree; **OR**
- (B) Graduation from high school or possession of a general equivalency diploma and 2 years of experience interviewing, examining, investigating, or evaluating claims from the public for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- (C) Any equivalent combination of training and experience as stated in (A) and (B) above.

NOTE: Interviewing or investigating experience involving public contact can be substituted for experience.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS: 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. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.

ANTICIPATED ELIGIBILITY (EDUCATION): If you expect to complete the educational requirement by **December 22, 2019**, 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 Cayuga County Civil Service Commission. Proof must be submitted by **February 22, 2020**. Failure to do so will result in removal of your name from the eligible list.

SALARY RANGE: \$36,008 - \$39,637 (CSEA Grade 10)

VACANCIES: The eligible list established as a result of this exam will be used to fill vacancies as they occur in any Cayuga County Civil Service Commission jurisdiction where the title may exist.

RESIDENCY: Candidates must be legal residents of NYS for at least 30 days immediately preceding the date of the written test. The eligible list will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23-4a of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least 30 days prior to appointment. After the names of residents have been exhausted, Cayuga County must then certify the names of non-residents on the list.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Dept. as following acceptable educational practices. **NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Social Services and involves responsibility to participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), and Child Support Enforcement Services. The work is performed in accordance with State and Federal regulations and department policy and involves responsibility in determining financial eligibility, investigations, in-depth interviewing, establishing amounts of assistance, making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher-level employee with leeway allowed in the performance of work assignments. Supervision is not normally a function of the class. Does related work as required.

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, 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.

2. Recording case notes: You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.

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.

STUDY 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: **ALLOWED.** 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.

CAYUGA COUNTY JURISDICTIONS: The Cayuga County Civil Service Commission jurisdiction consists of 35 County Departments; 6 County School Districts (Cato-Meridian, Moravia, Port Byron, Southern Cayuga, Union Springs, and Weedsport); Cayuga-Onondaga BOCES; Cayuga Community College; Cayuga County Soil and Water Conservation District; Cayuga County Water and Sewer Authority; Seymour Public Library District; 23 Towns; and 9 Villages.

VETERAN'S CREDIT: If you are a War-Time Veteran, or if you are currently in the United States Armed Forces, you may be eligible to have extra credits added to your passing exam score. **However, it is your responsibility to submit the appropriate Veteran's Credit form(s) on or before the date of the examination.** Download at: cayugacounty.us/jobs. In addition to the Veteran's Credit form(s), you must include a copy of your discharge papers (DD-214). The time periods for which veteran's credit is permitted are listed on the Veteran's Credit Application.

SPECIAL REQUIREMENT 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 Department is required.

ADDITIONAL CREDITS ALLOWED 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 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.

CROSS-FILING INSTRUCTIONS:

LOCAL-TO-LOCAL: If you have applied for other local government exams, call or write to each civil service agency to make arrangements no later than **two weeks** before the date of the exams. 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 exams.

LOCAL-TO-STATE: If you have applied for both State and local government exams, you must notify the local civil service agency(ies) of your intent to take both a State and a local government exam. When taking both a State and a local government exam, you will be required to take all of your exams at a State examination center. You will be advised by letter when and where to report for your exams.

PRE-EMPLOYMENT DRUG TESTING: Candidates may be subject to pre-employment drug testing as a condition of employment with Cayuga County.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check (applicant must pay fee), to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

SECTION 23.2: This exam will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the NYS Civil Service Law, Rules & Regulations dealing with the preparation and rating of exams will apply to this exam.

APPLICATION FEE WAIVER: An application fee waiver will be allowed if you are unemployed and primarily responsible for the support of a household, or 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 receiving foster care, or 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, complete a waiver request form and submit it with your application on or before the application deadline listed on this announcement. Download at: cayugacounty.us/jobs.

THE FOLLOWING APPLIES TO RELIGIOUS OBSERVERS / CANDIDATES WITH DISABILITIES / MILITARY SERVICE MEMBERS:

Applicants whose religious beliefs or military service prevent their taking exams on scheduled dates, and candidates with disabilities who require special accommodations to take the test, should indicate the need for special arrangements on their application.

Military Service Members: If you apply for an exam during the filing period but are on active military duty on the exam date, you may request a military makeup exam. If you are on active duty or discharged after the filing period has begun, you may apply for the exam up to ten days before the exam date.

ELIGIBLE LIST: The duration of an eligible list may be fixed for minimum period of 1 and not more than 4 years. Appointment from an eligible list must be made from the top 3 candidates willing to accept appointment.

CHANGE OF ADDRESS: If you move, it is your responsibility to notify the Civil Service Office of your new address. The Commission makes no attempt to find candidates who have moved. Failure to notify the Commission of a move could result in being passed over for appointment.

WEATHER EMERGENCY / EXAM CANCELLATION: Listen to your local TV/Radio stations for information.

TV Stations: WSTM (Channel 3), WSYR (Channel 9).

Radio Stations: WNYR (98.5), WFLK (99.3), WSFW (1110), WGVA (1240), WCGR (1550), WAUB (1590).