



Department of Human Resources & Civil Service

7 Court Street
County Office Building, Rm 216
Belmont, New York 14813
Ph: (585) 268-9212
FAX: (585) 268-9742

A NON-REFUNDABLE APPLICATION FEE OF \$15.00
MUST ACCOMPANY YOUR APPLICATION FOR EACH EXAMINATION

EXAMINATION TITLE: Senior Social Welfare Examiner

NUMBER: 68531

OPEN COMPETITIVE

SALARY: \$20.62 - \$25.08/hr.

EXAMINATION DATE: June 26, 2021*

Applications must be received in this office by 4:00 PM May 7, 2021 or be postmarked with that date.

*Please contact this office if you do not receive your admission notice within three days of the examination date.

Vacancies: The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in the Allegany County Department of Social Services.

Candidates must have been legal residents of Allegany County and adjoining counties (Wyoming, Livingston, Steuben, Cattaraugus, McKean, and Potter Counties) for at least one month immediately preceding the date of the written examination. Preference may be given to residents of Allegany County or a political subdivision of Allegany County.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. INCOMPLETE APPLICATIONS MAY BE DISAPPROVED. For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 – Phone 585/268-9212.

ATTENTION CROSS-FILERS:

ADDITIONAL REQUIREMENT:

-If you have applied for both State and Local government examinations, you must take your examinations at the State examination center. You are required to notify the Allegany County Civil Service Office no later than two weeks before the test date by submitting a Cross Filing Form. You will be advised by letter when and where to report for your examinations.

-If you have applied for other Local government exams, you may select which location to appear for the exams. You are required to notify the Allegany County Civil Service Office no later than two weeks before the test date by submitting a Cross Filing Form. You must also 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.

The Cross Filing Form may be found on our website at: http://www.alleganyco.com, click on Human Resources/Civil Service at the website.

MINIMUM QUALIFICATIONS:

Three years experience in examining, investigating or evaluating claims for assistance, veterans, or unemployment benefits, insurance or a similar program operating under established criteria for eligibility.

NOTE: Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for two years of experience on a year for year basis.

APPLICATION FEE: In accordance with Civil Service Law Section 50, this Civil Service Department will be collecting a fee of \$15.00 from examination applicants for each separate examination for which they apply. The \$15.00 fee applies to this examination. The required \$15.00 fee must accompany your application and must be in the form of either a money order payable to the Allegany County Treasurer or cash (exact amount only please, we cannot make change). PERSONAL CHECKS ARE NOT ACCEPTED. As no refund will be made, you are urged to compare your qualifications carefully with the specified minimum qualifications and file for the exam only if you are clearly qualified.

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 at the beginning of this announcement. Contact the Allegany County Civil Service Department, 7 Court Street, Belmont, NY 14813, Phone: 585/268-9212 for the Application Fee Waiver and Certification form.

DUTIES:

The work involves supervision of a group or unit of social welfare examiners in the eligibility determination section of the local social services agency. An employee in this class is also responsible for the actual determination of applicant financial eligibility for the various programs administered by the agency. The employee may be required to be familiar with eligibility determination procedures in more than one of the eligibility determination units. Extent of supervision over examiners may vary with the difficulty and nature of the determination work being performed by the senior examiner. Work is performed under the general supervision of a principal social welfare examiner.

SUBJECT OF EXAMINATION:

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.

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.

Religious Observers – Disabled Persons: If special arrangements for testing are required, please indicate this on your application form.

VETERANS OR DISABLED VETERANS desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

ADDITIONAL EXAMINATION CREDIT TO 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.

Use of calculators is ALLOWED Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **You will not be permitted to use the calculator function of your cell phone or smart watch.**

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

ISSUED: 4/8/2021

ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This announcement is also available on the Internet at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.