

SOCIAL WELFARE EXAMINER (PROM)
NYS #71-234 RC/EL #21054

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee.

EXAMINATION TO BE HELD ON JUNE 26, 2021- Dates To Be Determined.

PLEASE BE ADVISED THAT NO FURTHER APPLICATIONS ARE BEING ACCEPTED FOR THIS EXAMINATION. THIS ANNOUNCEMENT IS FOR INFORMATIONAL PURPOSES ONLY.

VACANCIES: Anticipated in the **Rockland County Department of Social Services.**

An open-competitive as well as a promotion examination will be given on the same day and qualified candidates may also compete therein by filing a separate application for each. The promotion list will take precedence over the open-competitive list in filling vacancies in the agency listed, but upon its exhaustion, the open-competitive list will be used to fill vacancies occurring thereafter for a period of at least one year.

For this promotion examination, eligibles can be appointed only in the jurisdiction in which they are presently employed.

SALARY: In accordance with the appropriate labor agreement.

WHAT THE JOB IS LIKE: This is review and evaluation work of a moderately complex nature involving responsibility for gathering and documenting information needed to make determinations regarding the eligibility of clients applying for welfare under programs administered by the Department of Social Services (e.g. Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP)). The work is performed under the direct supervision of a higher-level examiner and in accordance with State guidelines, regulations and established departmental procedures. Does related work as required.

MINIMUM QUALIFICATIONS: You must be currently employed in the **Rockland County Department of Social Services** and have either:

1. Two years of permanent competitive class status there in any senior-level clerical title or as a Community Services Worker II; or
2. Three years of permanent competitive class status there in any entry-level clerical title or as a Community Services Worker I or Community Services Worker I with any parenthetical language designation.

In addition to the above, your experience must include: An Associate's degree or equivalent college credits beyond high school (a minimum of 60 credits) and two years of experience in the human services* field.

NOTES:

1. Additional years of college may be substituted for the required experience on a year-for-year basis, up to two years.
2. A Bachelor's degree may be deemed fully qualifying.

*Human Services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special need children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of human services provider in interacting with or responding to clients.

(Official college transcripts must be sent directly from the school to our department no later than August 27, 2020.) Student transcripts are not acceptable.

NOTE: Your college degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write the Rockland County Department of Personnel for a list of acceptable companies who provide this service. **This form is also available on the Rockland County website: www.rocklandgov.com.** You must pay the required evaluation fee.

SUBJECT OF WRITTEN EXAMINATION:

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.

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SOCIAL WELFARE EXAMINER (PROM) #71-234 (CONTINUED)

SUBJECT OF WRITTEN EXAMINATION:

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. 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.
4. 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.

Unless specifically prohibited, 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", "Computers", and any similar devices are prohibited.

STUDY GUIDE AVAILABLE: “A Guide for the Written Test for the Social Welfare Examiner” is available at the New York State Department of Civil Service Website: www.cs.ny.gov/testing/localtestguides.cfm or the Rockland County Website: www.rocklandgov.com. If you do not have access to the internet, you may call or write the Rockland County Department of Personnel, 50 Sanatorium Road, Building A, Pomona, NY 10970 (845)364-3737 to obtain a copy.

Issued Date: 04/08/2020

Amended Date: 04/29/2021