

SENIOR SOCIAL WELFARE EXAMINER (PROM)
NYS #71-246 RC/EL #21051

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.**

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 information and reviewing and evaluating records and applications within the several programs administered by the Department of Social Services (e.g. Public Assistance, Medical Assistance, Food Stamps). The work differs from that of a Social Welfare Examiner in the independence of decision-making and difficulty of assignments. The work is performed under the general supervision of a higher-level examiner and in accordance with established policies and procedures, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

MINIMUM QUALIFICATIONS: You must be currently employed by the **Rockland County Department of Social Services** and have, immediately preceding the examination date, two years of permanent competitive class status there as a Social Welfare Examiner or Social Welfare Examiner with any parenthetical language designation.

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.

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.

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 Sanitorium Road, Building A, Pomona, NY 10970 (845)364-3737 to obtain a copy.

Issued Date: 04/08/2020

Amended Date: 04/29/2021