



**PRINCIPAL SOCIAL WELFARE EXAMINER (PROM)**  
**NYS #76-429 RC/EL #24048**

Examination to be held **February 10, 2024**; Last filing date **January 4, 2024**

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/examination process. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

1. If applying online, completed applications must be submitted by 11:59 PM EST on the last filing date.
2. If applying by mail, completed applications must be postmarked no later than the last filing date.

**PARTICIPATING AGENCY:** 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 technical supervisory work of a complex nature involving responsibility for overseeing the gathering of information and the review and evaluation of 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 Senior Social Welfare Examiner in the overall degree of independence and supervisory responsibilities. The work is performed under the direction of a higher-level examiner and/or administrative employee and supervision is provided to others. Does related work as required.

When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.

**MINIMUM QUALIFICATIONS:** You must be currently employed by **Rockland County Department of Social Services** and have one (1) year permanent competitive class status there as Senior Social Welfare Examiner within a period of three years immediately preceding the examination date.

**NOTE:** Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

**SUBJECT OF WRITTEN EXAMINATION:**

1. **Ensuring Effective Inter/Intra Agency Communications** – These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.
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. **Understanding and Interpreting Written Material** – These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.
4. **Evaluating Conclusions in Light of Known Facts** – These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.
5. **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.

**USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION**

**TEST GUIDE:** The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**Date Issued: 12/12/2023**