

SOCIAL WELFARE EXAMINER (PROM)
NYS #74-830 RC/EL #24152

Examination to be held **June 15, 2024**; Last filing date **May 7, 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.

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 for a period of at least one year from the date the list was established.

SALARY: In accordance with the appropriate labor agreement. Salary will be pro-rated for less than full time positions.

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.

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 of permanent, competitive class status there as Social Services Assistant; two (2) years of permanent, competitive class status as Community Service Worker II or Community Service Worker III or three (3) years of permanent, competitive class status as a Community Service Worker I with any designated parenthetical title within a period of three (3) years immediately preceding the date of the examination.

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. **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.

USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION

TEST GUIDE: “A Guide to the Written Test for **Social Welfare Examiner** is available at the New York State Department of Civil Service website: <https://www.cs.ny.gov/testing/testguides.cfm> or the Rockland County Department of Personnel website: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>. If you do not have access to the internet, you may contact the Rockland County Department of Personnel to request a copy at (845) 364-3737 or RCEXAMS@co.rockland.ny.us.

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