

AMENDED
SOCIAL SERVICES ASSISTANT (OC)
NYS # 60005420 RC/EL #25000010

Examination to be held **January 18, 2025**; Last filing date **December 9, 2024**

A \$15 non-refundable application filing fee is required. 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 and electronic payment 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 accompanied by a check or money order made payable to the Rockland County Commissioner of Finance.**

POSITION EXISTS IN: Rockland County Department of Social Services.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of the States of New York, New Jersey or Connecticut at the time of application submission for the examination.

SALARY: The starting salary is \$28.42 per hour for a 35-hour workweek with the Rockland County Department of Social Services. Salary will be pro-rated for less than full-time positions.

WHAT THE JOB IS LIKE: This is paraprofessional work of a moderately complex nature involving responsibility for providing support in the delivery of services to clients within a variety of Social Services programs (e.g., Adult Protective Services, Medicaid, Children & Family Services, SNAP). The work is performed under the general supervision of a higher-level administrator, and in accordance with New York State Laws and regulations. Work guidance (e.g., lead work) may be 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: At the time of application submission, you must have: Graduation from high school or possession of an equivalency diploma and four (4) years of paid work experience which must have substantially involved performing direct customer service activities (e.g., explaining services, providing information, resolving complaints), one (1) year of which must have involved the provision of services in a social assistance setting (i.e., health, mental health, social services, education, etc.).

NOTES:

- 1. An Associate's degree or equivalent college credits (minimum of sixty (60) credit hours) may be substituted for two (2) years of the required work experience involving direct customer service activities.**
- 2. A Bachelor's degree or higher shall be deemed fully qualifying.**

SPECIAL REQUIREMENTS:

- 1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.**
- 2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-A). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.**

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

- 3. Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting.**

NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

SOCIAL SERVICES ASSISTANT (OC) #60005420 (CONTINUED)

EDUCATION REQUIREMENTS/TRANSCRIPTS:

If using college credits to qualify; official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel at rcexams@co.rockland.ny.us; student transcripts are not acceptable. Educational requirements must be met within twelve (12) months from the date of the examination. **Candidates will be required to provide proof of qualifying education within 12 months of exam date in order to be eligible for appointment from a certified list.** You will be restricted from a resulting eligible list until such time as transcripts have been received and reviewed for a determination to confirm whether minimum qualifications have been met. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. 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. Candidates are responsible for any required evaluation fees. Information concerning evaluation of foreign education and training, is available here: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

ALL 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. Applying Information – These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.
2. Working with People in Human Services Situations – These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.
3. Customer Service – These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

USE OF CALCULATORS IS RECOMMENDED 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>

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