

COMMUNITY SERVICES WORKER I (OC)
NYS #68-679 RC/EL #16132

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 **December 10, 2016**; Last filing date **October 19, 2016**

VACANCIES: Several in the Rockland County Department of Social Services.

POSITIONS EXIST IN: The Rockland County Department of Social Services.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The starting salary is \$18.73/hr. for a 35-hour-work-week with the County of Rockland.

WHAT THE JOB IS LIKE: This is routine work involving non-professional functions in a social services agency in support of staff in the performance of implementing programs and delivery of services to clients. The work is performed under the general supervision of a higher level clerical, examiner or professional employee. Does related work as required.

MINIMUM QUALIFICATIONS: By examination date, you must have: One year of experience in any human services or related program. This work must have been other than strictly laboring work and must have substantially involved dealing with clients, patients or residents of the appropriate agency or facility.

NOTES:

1. Two years of college (equivalent to a minimum of sixty credit hours) or an Associate's degree or at least nine credit hours in Psychology, Counseling, Sociology, or comparable curriculum, shall be deemed fully qualifying.
2. For positions involving transportation duties, incumbents must possess a valid New York State driver's license.

(If using college credits to qualify, official college transcripts must be sent directly from the school to our department no later than February 10, 2017.) 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. **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. **Educating and interacting with the public** - These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or 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 others in cooperative efforts of public outreach or service.
3. **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.

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.

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 "How to Take a Written Test" helpful in preparing for this test. This publication is available online at: www.cs.ny.gov/testing/localtestguides.cfm.

Date Issued: 09/30/16