

ELIGIBILITY LIAISON ASSISTANT (PROM)

NYS #71-888 RC/EL #16135

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**.

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 thereafter for a period of at least one year.

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 specialized liaison work that primarily involves outreach activities to promote awareness of programs, especially eligibility programs (e.g. Temporary Assistance, SNAP, HEAP, Employment, Child Care Subsidy and Medicaid) in the Department of Social Services. The work is performed under the direction of a higher-level technical or administrative employee and in accordance with New York State and local regulations and guidelines. Does related work as required.

MINIMUM QUALIFICATIONS: You must be currently employed by the **Rockland County Department of Social Services** and have, two years of permanent competitive class status there in a position or combination of positions allocated to a CSEA salary grade 9 through 12 within a period of three years immediately preceding the date of the written examination. In addition, your experience must include: Graduation from high school or possession of an equivalency diploma and four years of office clerical or business experience, at least two years of which involved non-routine* and/or supervisory duties.

NOTES:

1. An Associate's degree or equivalent college credits beyond high school (a minimum of 60 credits) may be substituted for two years of the required office clerical or business experience.
2. Additional years of college may be substituted for the required experience on a year-for-year basis, up to an additional two years beyond the Associate's degree or equivalent college credits.
3. A Bachelor's degree may be deemed fully qualifying.

*Senior-level clerical experience shall be defined as experience above entry-level clerical work (i.e., non-routine).

(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.

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