

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.co.jefferson.ny.us

Valerie M. Nugent
Director of Human Resources

*** A NON-REFUNDABLE APPLICATION FEE OF \$15 MUST ACCOMPANY YOUR APPLICATION**
PLEASE USE THE PROMOTION APPLICATION AVAILABLE IN THE HUMAN RESOURCES OFFICE

PROMOTION EXAMINATION
FOR
NO. 71-835 SENIOR SOCIAL WELFARE EXAMINER

CANDIDATES MUST BE PERMANENTLY EMPLOYED IN THE COMPETITIVE CLASS IN THE JEFFERSON COUNTY DEPARTMENT OF SOCIAL SERVICES AND MUST HAVE SERVED ON A PERMANENT BASIS AS A SOCIAL WELFARE EXAMINER FOR TWO YEARS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.

VACANCIES: At present, two vacancies exist with the Jefferson County Department of Social Services

SALARY: \$24.13 - \$29.95/hr.

LAST FILING DATE: April 26, 2024

EXAMINATION DATE: June 15, 2024

Disabled Persons and Persons needing Religious Accommodation: If special arrangements for testing are required, indicate this on your application form.

EXAMPLES OF WORK: (illustrative only)

Reviews the work of Examiners in determining client eligibility, including application-related documents for completeness, accuracy and consistency;
Determines client eligibility for services and, where appropriate, determines the level of service that clients will receive, through a comparison of data on the application and the standards for eligibility contained in statutes, rules, and regulations;
Advises Examiners on questions related to processing eligibility determinations;
Assists in training new Examiners;
Conducts information-gathering interviews with clients;
Verifies information on applications and related documents through personal interviews, phone contacts, and writing;
Provides basic information to clients and others on department programs, services, and regulations through personal interviews, phone contacts, and writing;
Assists clients in emergency situations including the issuing of emergency grants where appropriate;
Calculates client budgets;

Assists in the preparation of statistical reports and recommendations;
Prepares case summaries for use in fair hearing, administrative, or judicial proceedings;
Attends Fair Hearings on behalf of the department;
Appears at administrative or judicial proceedings when required to interpret decisions on case matters;
Assists in the formulation of policies and procedures and interprets federal, State, and local policies and procedures.

SCOPE OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

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.

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.

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.

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.

Test guide:

A Guide for the Written Test for **Social Welfare Examiner** is available at the New York State website: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

Seniority - Points will be added to an eligible score as follows: One point for each creditable five-year period

JEFFERSON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

NOTE: 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, or any similar devices are prohibited. You may not bring books, reference materials, devices, or calculators which provide assistance beyond simple numerical computation.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: With the exception of written tests announced by New York City, if you have applied to take a written test announced by New York State or any local jurisdiction (county, town, city) scheduled to be held on the same test date as this written test, you must indicate all pertinent examination (exam number, title, and location/jurisdiction) information on a separate piece of paper and submit it with your application.

CANDIDATES WILL BE NOTIFIED OF THE PLACE OF THE EXAMINATION.

*A NON-REFUNDABLE fee of \$15 is required for each separately-numbered examination for which you apply. The required fee must accompany your application. Send check or money order payable to the **Jefferson County Treasurer** and write the examination title(s) and number(s) on your check or money order. **DO NOT SEND CASH.** File only for those examinations for which you are clearly qualified. An exception to the fee requirement will be made only for persons who provide proof that they are unemployed and are primarily responsible for the support of the household; or who are receiving Medicaid, Supplemental Security Income (SSI) payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Individuals wishing to claim this waiver of fee must complete an **Application Fee Waiver Request and Certification Form**. This form is available at the Jefferson County Department of Human Resources office. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

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