

**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 COMPLETE APPLICATION IN ITS' ENTIRETY - DO NOT SEND RESUME.**

**OPEN COMPETITIVE EXAMINATION**  
**FOR**  
**NO. 65-721 COMMUNITY SERVICE WORKER *REVISED***

VACANCIES: At present, one vacancy exists in the Jefferson County Department of Social Services.

SALARY: \$14.98/hr. {2019 rate}

**CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF JEFFERSON COUNTY OR CONTIGUOUS COUNTIES (Lewis, St. Lawrence, Oswego) FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.**

**LAST FILING DATE: October 25, 2019**

**EXAMINATION DATE: December 14, 2019**

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

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the date of the written test: Graduation from high school or possession of a high school equivalency diploma.

**SPECIAL REQUIREMENT:** Appointees may be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate their ability to meet the transportation needs of the job.

**EXAMPLES OF WORK:** (illustrative only)

Provides information to individuals or groups concerning services offered by public and private agencies;  
Assists clients in completing necessary forms, obtaining eligibility information, proof of births, deaths, and marriages;  
Acts as interpreter, if bilingual, to help clients and workers facilitate the intake process;  
May make home visits to follow up on broken appointments or gather routine information;  
Assists clients in areas of housing, employment, school attendance, recreation, money management, day care, transportation, and escort;  
Assists in communication between agency, client, and the community by clarifying agency programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;  
Assists individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions.

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

**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.

**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.

**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.

**Interviewing**

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

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 on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

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.

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. **THE USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAM.**

**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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