

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

## Inclusion Through Diversity



## OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Aging Services Specialist

**EXAM NO:** 62929

**SALARY:** \$26.27 2017 Hire Rate

**EXAM DATE:** 03/17/18

**ISSUE DATE:** 01/29/18

**THE FINAL DATE TO FILE APPLICATIONS:** 02/13/18

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 03/18/18

**RESIDENCY:** : Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

**THE USE OF A QUIET HAND-HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.**

### **LOCATION OF POSITION/VACANCIES:**

There are currently no vacancies in the title of Aging Services Specialist located at the Tompkins County Office for the Aging. The eligible list resulting from the open competitive examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list. A promotional examination is being given in conjunction with this open competitive examination. Preference in appointment may be given to eligible promotional candidates.

### **MINIMUM QUALIFICATIONS:**

(a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelors Degree in Gerontology, Psychology, Sociology, Education, Public or Business Administration, or closely related field, **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience in community health services, social work, counseling, or work placement-related service fields; **OR**

(b) Graduation from a regionally accredited or New York State registered two-year college with an Associates Degree **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience in community health services, social work, counseling, or work placement-related service fields; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

**SPECIAL REQUIREMENT:**

Eligibility for the appropriate class New York State license for operating a passenger vehicle. Possession of license at time of appointment and maintenance of such license for the duration of employment.

**DISTINGUISHING FEATURES OF THE CLASS:**

This work involves the planning, coordination and implementation of community services to the elderly in the county. An employee in this class is responsible for the general operation of assigned programs, including public relations and information, and in-service training of the staff. Work is performed under the general supervision of the Director, Office of the Aging with wide latitude in planning and scheduling activities. Supervision is exercised over Outreach Workers, paraprofessional staff, clerical staff, and volunteers. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

Organizes, coordinates, and supervises programs to meet various needs of senior citizens and their families;  
Provides information and/or referral in relation to services and benefits to meet the needs of senior citizens and Their families;  
Compiles information in regard to the characteristics and needs of older persons;  
Identifies, evaluates, and makes recommendations on existing and potential services to the aging;  
Provides technical assistance concerning programs for the aging to community organizations and other municipal governments;  
Stimulates community awareness and comprehension of the problems of older persons through reports, news releases, talks to community groups, and public information materials;  
Organizes, coordinates, supervises, and provides in-house services, outreach activities, short-term casework, and other direct services of an informational, educational, and supportive nature to senior citizens and their families;  
Organizes and maintains detailed records in regard to the operations including contacts, outcomes, and follow-up activities;  
Acts as liaison with a broad range of community groups;  
Maintains a specialized information and referral reference file pertinent to services and resources for the elderly;

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the characteristics, needs, and interests of the aging;  
Good knowledge of community agencies, facilities, and services;  
Good knowledge of interviewing techniques and methods;  
Working knowledge of public relations techniques;  
Ability to organize and initiate activities;  
Ability to communicate clearly and effectively verbally and in writing;  
Ability to establish rapport with elderly clients and their families, community groups, and civic organizations;  
Resourcefulness, tact, courtesy, and integrity;  
Physical condition commensurate with the demands of the position.

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Originally created 11/90

**Complete Scope of the examination and Expanded subtest descriptions:**

1. Characteristics, issues, and problems relating to older adults

These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

2. Ensuring effective inter/intra agency communications

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to 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 the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

### 3. 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.

### 4. 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.

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](http://www.cs.ny.gov/testing/localtestguides.cfm)

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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 or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850