

TOMPKINS COUNTY CIVIL SERVICE VACANCY

Inclusion Through Diversity

PROMOTIONAL

**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

TITLE: Senior Social Welfare Examiner (Promotional)

SALARY: \$25.94/hr Hire Rate; \$28.17/hr Working Rate

TYPE OF EMPLOYMENT: Full-time

ISSUE DATE: 02/16/21

THE FINAL DATE TO FILE APPLICATIONS: 03/01/21

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 03/02/21

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 Social Services department is seeking qualified internal candidates to fill a vacancy in the Emergency Housing workgroup of the Special Services Division.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION: No later than the final filing date specified, the candidate must meet the following:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Department of Social Services. Applicants must currently hold, and have continuously held, at least one year of permanent and/or contingent permanent competitive class status in the title of Social Welfare Examiner.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for monitoring and assisting a group of Social Welfare Examiners establishing financial eligibility for the various programs administered by the local social services district or verification, including field review, of a sample of the initial financial eligibility determinations. The incumbent, depending on the workload of the unit, can have variable roles, both in overseeing the work of Examiners or a section, and in performing eligibility related functions. The incumbent may also maintain a client caseload involving individual counseling, outreach work and/or more difficult and complex factors. The work is performed under general supervision of a higher level examiner in accordance with prescribed policies and procedures. Direct supervision is exercised over Social Welfare Examiners and clerical support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides basic information to clients and others on department programs, services and regulations through personal interviews, phone contacts and writing;
- Conducts information-gathering interviews with clients;
- Assists clients in completing applications for assistance and related documents;
- Reviews application related documents for completeness, accuracy and consistency;
- Verifies information on applications and related documents through personal interviews, phone contacts and writing;
- 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;
- Calculates client budgets;
- Initiates forms reflecting client's status and eligibility, including changes in the status of clients receiving services;
- Assists clients in emergency situations including the issuing of emergency grants where appropriate;
- Assists in training new examiners;
- Provides update training for experienced examiners;
- Assigns and reviews the work of subordinates;
- Assists in conducting subordinates' performance evaluation;
- Assists in the formulation of policies and procedures and interprets Federal, State and local policies and programs;
- 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;
- Completes client employability assessments and individualized plans for attaining self-sufficiency;
- Presents eligibility related information at public meetings;
- Attends conferences, training sessions and meetings on policy and procedure;
- Assists individuals in overcoming barriers to economic self-sufficiency as outlined in individualized plans;
- Determines whether or not good cause exists relative to client's request to waive certain eligibility criteria.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;
- Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Workers' Compensation, Social Security, and Unemployment Insurance;
- Good knowledge of community resources and departmental program;
- Good knowledge of the Welfare Management computer system (WMS), its applications and capabilities;
- Ability to work with people in a supportive, non-threatening manner;
- Ability to obtain facts in a structured interviewing setting;
- Ability to redirect non-constructive client behavior to the purpose of the interview;
- Ability to analyze facts obtained and use facts in making judgments regarding eligibility;
- Ability to read and understand complex written material, including quantitative information;
- Ability to record verbal and quantitative information with accuracy;
- Ability to perform complex computations with accuracy;
- Ability to understand and follow oral and written directions;
- Ability to supervise and evaluate the work of subordinates;
- Ability to assist in the organization of work load and flow;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Ability to operate a computer terminal;
- Good observation skills;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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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