TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

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

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TITLE: Senior Social Welfare Examiner (Promotional)

EXAM NO: 72315

SALARY: $25.94 per hour - 2021 Hire Rate

EXAM DATE: 06/26/21

ISSUE DATE: 05/10/21

THE FINAL DATE TO FILE APPLICATIONS: 05/25/21

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 05/25/21

RESIDENCY WAIVED

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

LOCATION OF POSITION/VACANCIES:

There are currently vacancies in the title of Senior Social Welfare Examiner located at the Department of Social Services. The eligible list resulting from this departmental promotion examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

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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Complete Scope of the examination and Expanded subtest descriptions:

1. 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.

2. 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.

3. 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.

4. 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.

SENIORITY:

One point will be added to each passing score for every five years of permanent classified service according to the following schedule:

Less than one year . . . . 0 points

1 year up to 6 years . . . . . 1 point

6 years up to 11 years . . . . . 2 points

11 years up to 16 years . . . . . 3 points

etc. . .

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.â’

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