

**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

TITLE: Community Health Worker

EXAM NO: 64291

SALARY: \$24.67/hr 2023 Hire Rate; \$26.79/hr 2023 Work Rate

TYPE OF EMPLOYMENT: Full Time

EXAM DATE: 10/07/23

ISSUE DATE: 08/07/23

THE FINAL DATE TO FILE APPLICATIONS: 08/22/23

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/08/23

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:

There are currently 3 vacancies in the title of Community Health Worker located at Tompkin County Health Department. The eligible list resulting from this 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.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree
OR

B. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree AND two (2) years of experience working with clients in human services or a related field; OR

C. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of experience working with clients in human services or a related field.

SPECIAL REQUIREMENTS:

The applicant must possess a valid New York State Driver's License at time of application and maintain such license for the duration of employment.

Preference may be given to applicants who are multilingual in English and other languages (such as Spanish, Karen/Burmese, Chinese, Russian, French).

Flexible hours on weekends and evenings may be required as needed.

Tompkins County is committed to equity and inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for conducting outreach activities and working directly with individuals and families within traditionally marginalized populations to promote and ensure equitable access to public health resources and services such as childhood and adult immunizations, chronic disease prevention and self-management education, prenatal care, early childhood intervention, and healthcare navigation.

The Community Health Worker will represent the diversity of cultures, backgrounds, generations, social identities, lived experiences, and neighborhoods in Tompkins County and further develop relationships in a culturally sensitive manner to advocate for and support individuals and families in their access and understanding of public health services. This position assists individuals and communities to adopt healthy behaviors by assessing community health needs and providing information on available resources, social supports, and navigation of resources. The Community Health Worker will assist the Health Department team with community capacity building, promoting individual and collective decision-making through education, skill development, networking, organizing, and strategic partnerships. Capacity building requires planning, cooperation, and commitment, and may involve working on efforts to change public awareness, organizational rules, institutional practices, or public policy. The work is carried out under the direct supervision of the Director of Health Promotion, the general supervision of the Public Health Director, and in collaboration with the Community Health Services team. The incumbent will perform all related duties as required and may be required to work flexible hours.

TYPICAL WORK ACTIVITIES:

- Provides culturally appropriate health information, social and mental health support, and coaching on problem-solving;
- Provides advocacy for families enrolled in Tompkins County Health Department programs to address health disparities at the individual and community levels;
- Networks, develops and builds upon partnerships with community agencies and individuals to ensure the most up to date, accurate information is disseminated, but not duplicate efforts;
- Collects lived experience input, stories, and other qualitative data to better inform service delivery and access;
- Conducts basic health assessments to identify needs and facilitate access to resources;
- Promotes health literacy to individuals, small groups and community partners using inclusive, culturally responsive and equitable methods, such as using active listening, plain language, visuals/graphics, information at an appropriate reading level, and reading information aloud;
- Explains health-related medical terms and concepts as well as preventative measures;
- Collects and evaluates feedback about additional community needs and gaps in services through preliminary interviews, focus groups, surveys, and individual discussion.
- Works with community agencies to help solve these gaps and assess effectiveness and efficiency of service delivery;
- Conduct door-to-door and street outreach in specific areas of the County and promotes Health Department programs at community events;
- Promotes services within the community by establishing collaborative relationships with local schools, service providers, community groups, churches, age-specific programs, and others;
- Provides information and educational support related to public health-related issues and topics;
- Documents activities, including new relationships developed and number of people connected with programs and resources, and reports these back to the Tompkins County Health Department;

- Collects data related to disparities on behalf of the Tompkins County Health Department;
- Assists individuals with referrals, appointments, paperwork for health-related needs and services, and engages in follow-up to facilitate referrals and appointments;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Excellent listening and other interpersonal communication skills;
- A passion for public health equity;
- Strong ability to build trusting relationships with community members and local community initiatives and coalitions;
- Good knowledge of community resources;
- Knowledge of the barriers to accessing community resources and how to address and remove those barriers;
- Good organizational skills;
- Ability to relate to others under stressful conditions;
- Ability to engage diverse communities in an inclusive and equitable manner;
- Ability to communicate effectively both orally and in writing;
- Ability to make independent decisions and use good judgement;
- Moderate autonomy and independent judgement are exercised in performing the job;
- Ability to operate a personal computer, internet-based tools, and other applications.

Created: 6/2021 (updated 2/2022) C141

COMPLETE SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:

Educating and interacting with the public

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or 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 others in cooperative efforts of public outreach or service.

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.

Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Current issues in health care

These questions test for knowledge of current issues in health care. Topics may cover such areas as social and psychological aspects of health care, disease prevention and control, evaluating health care, confidentiality, and health and safety.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:<https://www.cs.ny.gov/testing/testguides.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