

**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:** Social Welfare Examiner

**EXAM NO:** 85055

**SALARY:** \$25.94/hr 2023 Hire Rate

**LOCATION:** Department of Social Services

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 12/02/23

**ISSUE DATE:** 10/02/23

**THE FINAL DATE TO FILE APPLICATIONS:** 10/22/23

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 12/03/23

**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 ALLOWED FOR THIS EXAMINATION.**

**LOCATION OF POSITIONS/VACANCIES:** There are currently several vacancies in the title of Social Welfare Examiner located at the Tompkins County Department of Social Services. The eligible list resulting from this examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur in the title of Social Welfare Examiner during the life of the eligible list.

**MINIMUM QUALIFICATIONS: EITHER:**

- a. Completion of two years (60 college credit hours) of study in a regionally accredited or New York State registered college or university; **OR**
- b. Graduation from high school or possession of a GED and two years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for

eligibility

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

**ADDITIONAL REQUIREMENT:**

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

**DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for determining financial eligibility for the various programs administered by the local social services district and/or recommending amounts of assistance in accordance with established policies and procedures. Incumbents perform a combination of assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility, and income maintenance. The work involves the review and evaluation of applications and direct interviews with applicants. Social Welfare Examiners use computer terminals (CPT's) in the performance of the duties, although this use is limited to the input or retrieval of information and does not involve data processing or computer programming. Work is performed under the direct supervision of a higher ranking Social Welfare Examiner, with some leeway allowed for the exercise of independent judgement in planning and carrying out the details of the work according to prescribed rules and procedures. Supervision over the work of others is not a function of this position. The incumbent will perform all related duties as required.

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

**1. 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 food stamps .

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.

**2. Recording case notes**

You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.

**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.

**Test Guide:**

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.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.

## 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