

**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:** Community Health Worker Supervisor

**EXAM NO:** 62326

**SALARY:** Hire Rate \$30.02/Hr.; Work Rate \$32.58/Hr.

**LOCATION:** Whole Health

**TYPE OF EMPLOYMENT:** Full Time, Part-Time, Temporary

**EXAM DATE:** 03/02/24

**ISSUE DATE:** 12/15/23

**THE FINAL DATE TO FILE APPLICATIONS:** 01/26/24

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 03/03/24

**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 is currently one vacancy in the title of Community Health Worker Supervisor located at Tompkins County Whole 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 college or university with a master's degree in Public Health, Social Work, Mental Health Counseling, Human Services, or related field AND 1 year of relevant experience OR

B. Graduation from a regionally accredited or New York State registered four-year college with a bachelor's degree in Public Health, Social Work, Mental Health Counseling, Human Services, or related field with 3 years of relevant experience. OR

C. Graduation from high school or possession of a high school equivalency diploma AND five (5) years of experience working in a community health worker role or equivalent.

## **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.

**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 the supervision of a small team of four or more community health workers (CHWs) who are working to improve health outcomes and eliminate racial, ethnic and economic disparities in those outcomes. CHW's are conducting community outreach activities and working directly with individuals and families with low-incomes, unmet needs, and/or who are eligible for Medicaid benefits in Tompkins County. Community outreach activities aim to support adoption of healthy behaviors by assessing community health needs and providing information on available resources, social supports, and navigation of resources. CHWs work collaboratively with individuals and families to advocate for and support their access and understanding of available public health and community services and provide: outreach; screening/assessments; referral to services and follow-up; information on relevant health topics; advocacy, and supporting increased health literacy; and enhanced social supports including support networks. The CHW Supervisor will lead the team to address the impact of social determinants of health and achieve health equity and systems-level change(s) through community collaborations, to mobilize a community response and engage diverse partners, including community residents. CHWs 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.

The Community Health Worker Supervisor will assist The Perinatal and Infant Community Health Collaborative (PICHC) team and other Health Department teams with community capacity building, civic engagement, 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 Community Health Services or their designee, the general supervision of the Health Promotion Director and Public Health Director or their designee, and in collaboration with the Community Health Services, Health Promotion team and others. The incumbent will perform all related duties as required and may be required to work flexible hours.

## **TYPICAL WORK ACTIVITIES:**

- Plan and coordinate outreach, supervise individual and family assessments, assess training needs and provide health education, home visiting, and service coordination performed by CHWs;
- Develop, in conjunction with the coordinating agency, an overall work plan, including outreach strategies for the in the targeted geographic area;
- Works closely with TCHD Divisions and other partners to ensure progress and implementation of the workplan, including leading structured meetings and identifying/resolving issues on a regular basis
- Prepares and presents reports and evaluations defining project progress, problems and solutions;
- Establish relationships, promote collaboration and coordination with other community health and human service providers and diverse community partners; and
- Conduct community and public education sessions to promote initiative or program, including for example prenatal, preconception, and interconception health;
- Participate on, or lead a community action board, and engage community members through community and civic engagement activities;
- Provide or ensure clients have access to education classes and enhanced social supports (e.g., Doula, childbirth and parenting classes, breastfeeding/chestfeeding, postpartum support etc.);
- Ensure that clients are engaged with healthcare providers to develop birth and postpartum care plans, and plans are reviewed and maintained in the client record;
- Conduct case conferencing with CHWs to monitor client services, referrals, and appropriate follow up;

- Design and implement client surveys to evaluate client satisfaction with CHW services;
- Coordinate with agency staff to develop documents (educational materials, forms, signage, etc.) and procedures that support a health literate environment and enhance client understanding of health information;
- Prepare required reports and other written material regarding program implementation and activities.

### **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.

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### **COMPLETE SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:**

#### **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.

#### **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.

#### **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.

### **Organizing and Administering Social Work Services Programs**

These questions test for the knowledge and ability to develop, oversee and administer social work services programs in a variety of settings. Questions may cover such topics as developing and administering policies and procedures, planning, implementing, monitoring and evaluating program services and staff, and representing agency programs to community agencies, individuals, and groups.

### **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