

COMMUNITY SERVICES WORKER I (OC)
NYS #60-373A RC/EL #19179

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee.

Examination to be held **December 14, 2019**; Last filing date **October 23, 2019**

1. If applying in person, completed applications must be received in the Department of Personnel no later than 5 PM EST on the last filing date.
2. If applying on-line, completed applications must be submitted by 11:59 PM EST on the last filing date.
3. If applying by mail, completed applications must be postmarked no later than the last filing date.

VACANCIES: Several in the Rockland County Department of Social Services.

POSITIONS EXIST IN: The Rockland County Department of Social Services.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The starting salary is \$19.11/hr. for a 35-hour-work-week with the County of Rockland.

WHAT THE JOB IS LIKE: This is routine work involving non-professional functions in a social services agency in support of staff in the performance of implementing programs and delivery of services to clients. The work is performed under the general supervision of a higher-level clerical, examiner or professional employee. Does related work as required.

MINIMUM QUALIFICATIONS: By examination date, you must have: One year of experience in any human services or related program. This work must have been other than strictly laboring work and must have substantially involved dealing with clients, patients or residents of the appropriate agency or facility.

NOTES:

1. Two years of college (equivalent to a minimum of sixty credit hours) or an Associate's degree or at least nine credit hours in Psychology, Counseling, Sociology, or comparable curriculum, shall be deemed fully qualifying.
2. For positions involving transportation duties, incumbents must possess a valid New York State driver's license.

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting.

NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI.

(2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.

(If using college credits to qualify, official college transcripts must be sent directly from the school to our department no later than February 14, 2020.) Student transcripts are not acceptable.

NOTE: Your college degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write the Rockland County Department of Personnel for a list of acceptable companies who provide this service. **This form is also available on the Rockland County website: www.rocklandgov.com**. You must pay the required evaluation fee.

SEE NEXT PAGE

COMMUNITY SERVICES WORKER I (OC) #60-373A (CONTINUED)

SUBJECT OF WRITTEN EXAMINATION:

1. Applying information – These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.
2. Working with people in human services situations – These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.
3. Customer service – These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION

Unless specifically prohibited, candidates are permitted to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, "Spell-checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", "Computers", and any similar devices are prohibited.

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

Date Issued: 10/3/19