

VETERANS SPECIALIST (OC)
NYS #61-200 RC/EL #19183

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.**

VACANCY: One in the Rockland County Veteran's Service Agency.

POSITION EXISTS IN: The Rockland County Veteran's Service Agency.

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

SALARY: The minimum starting salary is \$31.45/hr. for a 35-hour-work-week with the County of Rockland.

WHAT THE JOB IS LIKE: This is specialized veteran advocacy and support work which involves counseling, guiding and assisting members of the Armed Forces, veterans and members of their families in obtaining the rights, benefits and services to which they are entitled. An incumbent in this position also assists the Director, County Veteran's Service Agency, in various administrative duties. The work is performed under the general supervision of the Director, County Veteran's Service Agency and in accordance with specific policies and regulations. Work guidance (e.g. lead work) may be provided to others. Does related work as required.

MINIMUM QUALIFICATIONS: By examination date, you must have:

1. A Bachelor's degree and five years of paid work experience that substantially included counseling individuals, one year of which must have included veterans counseling as a major aspect of the work; or
2. A Bachelor's degree and two years of paid work experience that included veterans counseling as a major aspect of the work.
3. The required general experience indicated in #1 and #2, above may be substituted for college on a year-for-year basis, up to four years. (Example: A candidate with three years of college and six years of work experience that substantially included counseling individuals is qualifying).

Counseling involves interviewing individuals and/or families, discussing and evaluating their problems and/or needs (e.g. drug & alcohol abuse, family conflicts, disabilities) and developing and carrying out plans to resolve problems and/or accomplish goals. Those who perform counseling duties work directly with individuals and/or families on an on-going basis in order to assist them and monitor and evaluate their progress.

(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

VETERANS SPECIALIST (OC) #61-200 (CONTINUED)

SUBJECT OF WRITTEN EXAMINATION:

1. 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.
2. 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.
3. Advising Veterans and their dependents as to rights, benefits, programs and services – These questions will test how well the candidate uses judgment in situations normally encountered by people who counsel veterans and their dependents. Some basic knowledge of programs, services and eligibility may be necessary for some of the questions.
4. Interviewing – These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
5. NYS and Federal laws, rules, and regulations, programs and benefits available to Veterans and their dependents – These questions will test both the ability to properly observe, assess and respond to the needs of veterans and their dependents with due empathy and sensitivity and the knowledge of the various benefits and services available to them that are in effect June 1, 2019.

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: 10/9/19