

**COMMUNITY SERVICES WORKER II (OC)**  
**NYS #68-112 RC/EL #19185**

**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 30, 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:** Exist in the Rockland County Department of Social Services.

An open-competitive as well as a promotion examination will be given on the same day and qualified candidates may also compete therein by filing a separate application for each. The promotion list will take precedence over the open-competitive list in filling vacancies in the agency listed, but upon its exhaustion, the open-competitive list will be used to fill vacancies occurring thereafter for a period of at least one year.

**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 minimum starting salary is \$20.97/hr. for a 35-hour-work-week with the County of Rockland.

**WHAT THE JOB IS LIKE:** This is responsible work which involves performing a variety of non-professional duties, intended to assist clients in applying for and making use of specific program services. Duties may vary depending on location, but generally include activities, which are performed at a less skilled level and in support of other positions which may be assigned to the same work unit (e.g. Employment Assistant, Social Welfare Examiner, Caseworker). The work differs from that of Community Services Worker I in the independence of judgment exercised and involvement with more complex client problems and department procedures. Supervision may be exercised over Community Services Workers I, generally on an occasional basis. The work is performed under the direction of the incumbent of a higher-level title. Does related work as required.

**MINIMUM QUALIFICATIONS:** By examination date, you must have: Three years 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.

**NOTE:**

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 related courses may be substituted for two years of the required experience.
2. A Bachelor's degree or eighteen specialized credit hours as outlined in (1) above shall be deemed fully qualifying.

**SPECIAL REQUIREMENT:** For positions involving transportation services/duties, incumbents must possess a valid motor vehicle license.

(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](http://www.rocklandgov.com).** You must pay the required evaluation fee.

**SEE NEXT PAGE**

## **COMMUNITY SERVICES WORKER II (OC) #68-112 (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. **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.
4. **Working with office records** - These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

### **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: 10/15/19**