

**COMMUNITY CLIENT SERVICES ASSISTANT I (OC)**  
**NYS #62-607 RC/EL #22095**

Examination to be held **July 16, 2022**; Last filing date **June 16, 2022**

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. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

1. If applying on-line, completed applications must be submitted by 11:59 PM EST on the last filing date.
2. If applying by mail, completed applications must be postmarked no later than the last filing date.

**POSITION EXISTS IN:** The Rockland County Sheriff's Department.

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

**SALARY:** The starting salary is \$27.30/hr. for a 35-hour work week with the Rockland County Sheriff's Department.

**WHAT THE JOB IS LIKE:** This is specialized human services work which involves responsibility for performing a variety of client support activities to assure the successful transition of mental health clients into the community. The work is performed under the supervision of a Psychiatric Social Worker. Does related work as required.

**MINIMUM QUALIFICATIONS:** By examination date, you must have: Graduation from high school or possession of an equivalency diploma and four (4) years of work experience in social assistance activities (health, mental health, social services, education, group work, etc.) at least one (1) year of which must have substantially involved assistance in the area of mental health.

**NOTE:** College, which involved at least one (1) course for each year of college in Behavioral Sciences, Human Resources, Human Services, or comparable may be substituted for up to two (2) years of general experience on a year-for-year basis.

**SPECIAL REQUIREMENT:** Possession of a valid New York State driver's license appropriate to the kind and size of vehicle to be driven.

**NOTE:** Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

**NOTE:** If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel no later than two (2) months after the exam date, September 16, 2022; student transcripts are not acceptable. 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.

**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. 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.
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.

**USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION**

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: 05/12/2022**