

**COMMUNITY SERVICES WORKER I (SPANISH-SPEAKING) (OC)**  
**NYS #66-624 RC/EL #22098**

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 Department of Social Services.

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

**SALARY:** The starting salary is \$20.88/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 distinguished from that of a Community Services Worker I in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Note. 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 (1) 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 (2) years of college (equivalent to a minimum of sixty (60) credit hours) or an Associate's degree or at least nine (9) 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.
3. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: Be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

**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.

**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.

**SEE NEXT PAGE**

**COMMUNITY SERVICES WORKER I (SPANISH SPEAKING) (OC) #66-624 (CONTINUED)**

**SUBJECTS OF EXAMINATION:** This examination will consist of two parts:

- A. A weighted multiple-choice written test; and
- B. A qualifying Spanish Language Oral Proficiency Test.

**A. -WRITTEN TEST-**

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.

**B. -ORAL PERFORMANCE TEST-**

The qualifying Spanish Speaking Language Oral Proficiency Test is designed to evaluate the candidate's proficiency in the Spanish language at a Level II. Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination **to be held at a later date**. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment. This Language Oral Proficiency Test is held on a pass-fail basis. The qualifying oral language proficiency test will be waived for candidates who have previously passed an oral test at the required proficiency level given under the direction of this department or in any local jurisdiction in New York State within the past five years. **If you wish to waive the oral portion of the exam a request in writing must be submitted within thirty days of the written test to our department indicating the title, number of the test and the jurisdiction for which it was held.** Those who receive written notification of failing the oral test, may make a request in writing within thirty days for a retest. The Rockland County Department of Personnel reserves the right to offer one more retest to all those candidates who failed or failed to appear for the first oral language proficiency test. Retests will not be scheduled until all passing candidates have been given an opportunity for testing.

A candidate must qualify on both portions of the examination for his/her name to be placed on the resulting eligible list.

**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**