

COMMUNITY SERVICES WORKER II (PROM)
NYS #75-528 RC/EL #22100

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.

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.

For this promotion examination, eligibles can be appointed only in the jurisdiction in which they are presently employed.

SALARY: In accordance with the appropriate labor agreement.

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: You must be currently employed by the **Rockland County Department of Social Services** and have, immediately preceding the examination date, one (1) year of permanent status as a Community Services Worker I or Community Services Worker I with any parenthetical designation, within a period of three years immediately preceding the date of the written examination.

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

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.** 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: 5/12/2022