

COMMUNITY SERVICES WORKER II (SPANISH SPEAKING) (OC)
NYS #61-326 RC/EL #22101

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 \$22.91/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 is distinguished from that of Community Services Worker II 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 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 (3) 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 (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 related courses may be substituted for two (2) years of the required experience.
2. A Bachelor's degree or eighteen (18) specialized credit hours as outlined in (1) above shall be deemed fully qualifying.
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.

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.

SEE NEXT PAGE

COMMUNITY SERVICES WORKER II (SPANISH SPEAKING) (OC) #61-326 (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. 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.

B. -ORAL PERFORMANCE TEST-

The qualifying Spanish 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