



**SOCIAL WELFARE EXAMINER (SPANISH-SPEAKING) (OC)**  
**NYS #88-552 RC/EL #24153**

Examination to be held **June 15, 2024**; Last filing date **May 7, 2024**

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

- 1. If applying online, 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:** 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 for a period of at least one year from the date the list was established.

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

**SALARY:** The starting salary is \$30.31 per hour for a 35-hour workweek with the Rockland County Department of Social Services. Salary will be pro-rated for less than full-time positions.

**WHAT THE JOB IS LIKE:** This is review and evaluation work of a moderately complex nature involving responsibility for gathering and documenting information needed to make determinations regarding the eligibility of clients applying for welfare under programs administered by the Department of Social Services (e.g. Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP)). The work is distinguished from that of a Social Welfare Examiner 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 in the Note below. The work is performed under the direct supervision of a higher-level examiner and in accordance with State guidelines, regulations and established departmental procedures. Does related work as required.

**When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.**

**MINIMUM QUALIFICATIONS:** By examination date, you must have: An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) credits) and two (2) years of experience in the human services\* field.

**NOTES:**

1. Additional years of college may be substituted for the required experience on a year-for-year basis, up to two (2) years.
2. A Bachelor's degree may 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.

\*Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special need children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of human services provider in interacting with or responding to clients.

**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 at [rcexams@co.rockland.ny.us](mailto:rcexams@co.rockland.ny.us) no later than two (2) months after the last filing date, July 7, 2024; student transcripts are not acceptable. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. 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. Candidates are responsible for any required evaluation fees. General Information Concerning Evaluation of Foreign Education and Training, including a list of acceptable companies who provide this service, is available here: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

**SEE NEXT PAGE**

**SOCIAL WELFARE EXAMINER (SPANISH SPEAKING) (OC) #88-552 (CONTINUED)**

**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.

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. Interpreting and Applying Written Social Welfare Program Materials, and using Basic Arithmetic in Determining Eligibility for Assistance – You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits.  
You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance. Previous knowledge of Social Services programs or the eligibility process is not required.
2. Recording Case Notes – You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.
3. Interviewing – You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

**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. **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 in order to be eligible for appointment from the resulting eligible list.

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

**TEST GUIDE:** A Guide to the Written Test for **Social Welfare Examiner** is available at the New York State Department of Civil Service website: <https://www.cs.ny.gov/testing/testguides.cfm> or the Rockland County Department of Personnel website: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>. If you do not have access to the internet, you may contact the Rockland County Department of Personnel to request a copy at (845) 364-3737 or [RCEXAMS@co.rockland.ny.us](mailto:RCEXAMS@co.rockland.ny.us).

**Date Issued: 04/02/2024**