



**RENSSELAER COUNTY
CIVIL SERVICE COMMISSION**
Opportunities in the Public Service
OPEN COMPETITIVE EXAMINATION

We strongly encourage you to apply online.

EXAM NUMBER: 62-596
EXAM TITLE: SOCIAL WELFARE EXAMINER

EXAM DATE: JUNE 22, 2019
LAST FILING DATE: MAY 16, 2019

NON-REFUNDABLE \$20.00 FILING FEE MUST ACCOMPANY EACH APPLICATION. CHECKS OR MONEY ORDERS ONLY. CREDIT CARDS ACCEPTED WITH APPLICATIONS SUBMITTED ONLINE ONLY.

AMENDMENT

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ADDITIONAL QUALIFICATIONS: Graduation from high school or possession of a General Education Diploma **and** two (2) years of clerical experience involving the review, verification and interpretation of applications for public assistance, veterans, or unemployment benefits, or a similar program operating under established criteria for eligibility in accordance with policies, regulations and laws applicable to local social services.

ANNOUNCEMENT CONTINUED ON NEXT PAGE**



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SOCIAL WELFARE EXAMINER, Rensselaer County. The resulting eligible list will be used to fill vacancies as they occur.

SALARY: \$35,334 - \$42,296. **GRADE:** 10

RESIDENCY REQUIREMENTS: Rensselaer County residency required for four (4) months immediately preceding the date of examination and at time of appointment.

MINIMUM QUALIFICATIONS:

- a) Graduation from a regionally accredited or New York State registered college with an Associate's Degree.; or
- b) Graduation from high school or possession of a General Education Diploma and two (2) years of clerical experience involving the review, verification and interpretation of applications for public assistance, veterans, or unemployment benefits, or a similar program operating under established criteria for eligibility in accordance with policies, regulations and laws applicable to local social services.

SPECIAL REQUIREMENT: A New York State driver's license may be necessary for some of the positions filled from the eligible list and must maintain the license throughout the term of employment.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Reviews the certification form to determine that all statements are complete and consistent with every other item of information provided;
Where necessary for clarification or completion of certification forms, asks applicant questions and makes necessary additions;
Makes an evaluation of applicant's financial eligibility for assistance, may determine initial categorical eligibility, evaluates available resource details in relation to financial eligibility;
Prepares and computes budget for the applicant;
Advises the applicant about the program under which he is eligible for assistance and any documentation or additional information which is necessary for financial program classification;
Recommends emergency grants as needed;
Makes redetermination of financial eligibility;
Explains the validation process to the applicant;
If mandatory, or requested by applicant or client, or need for services is indicated, refers applicant to social services section, or to other specialists, such as resources, housing, employment, legal, medical, etc.;
Makes referrals for full field investigation where presumption of fraud is indicated.
Does related work as required.

USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION.

SUBJECT OF EXAMINATION: Written test will cover knowledge, skills and/or abilities in such areas as:

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.

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website:
<https://www.cs.ny.gov/testing/testguides.cfm>.

If you are filing to take exams with Rensselaer County Civil Service and any other Civil Service Agency on the same day, please complete a Cross- Filer form at time of filing. The Cross-Filer form is available at the Rensselaer County website: “www.rensco.com/employment_applications.asp.”

GENERAL INFORMATION

1. Each candidate must complete an application form and file it with the Rensselaer County Civil Service Commission, County Office Building, 1600 – 7th Avenue, Troy, New York 12180. Applications should be filed as soon as possible after the announcement of the examination. When writing for applications, forms or information, **SPECIFY BY ANNOUNCEMENT NUMBER AND TITLE** of the position for which

you wish to apply. You may also obtain an application and examination announcement from the Rensselaer County website at www.rensco.com. **BE SURE EVERY QUESTION IS ANSWERED. SUBMISSION OF A RESUME INSTEAD OF A COMPLETED APPLICATION IS UNACCEPTABLE. AN INCOMPLETE APPLICATION MAY BE DISAPPROVED.**

2. Accepted candidates will be notified when and where to appear for examination. No one will be admitted to the examination without the official admission notice. If an application is rejected, you will be notified in writing. The Civil Service Commission does not make formal acknowledgment of receipt of an application. **Call the Civil Service Office if you have not received your notice three (3) days prior to the date of examination.**
3. Unless otherwise stated, all candidates are required to be legal residents of Rensselaer County for four (4) months immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction. (Candidates who are not residents of Rensselaer County but live within the geographical boundaries of a governmental agency under the jurisdiction of the Rensselaer County Civil Service Commission will be considered residents for examinations held to fill positions in that governmental agency.)
4. For purposes of claiming veterans credits on a Civil Service examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

December 7, 1941 to December 31, 1946	June 1, 1983 to December 1, 1987*
June 27, 1950 to January 31, 1955	October 23, 1983 to November 21, 1983
December 22, 1961 to May 7, 1975	December 20, 1989 to January 31, 1990*
August 2, 1990 to end of such hostilities	

*Credit for Lebanon, Grenada and Panama will be limited to those who receive the armed forces expeditionary medal, the navy expeditionary medal or the Marine Corps expeditionary medal.
Veterans wishing to claim additional credit on the examination must make claim when filing application. All veterans making application for additional credit must file a Photostat copy of their discharge papers with applications. A candidate who fails to establish, by appropriate documentary proof, his eligibility to receive additional credit by the time an eligible list is established, shall **not**, thereafter be granted additional credit on such eligible list.
Effective January 1, 1998, the State constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examination. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to prove appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.
5. In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) points in a competitive examination for original appointments in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two (2) months from application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.
6. This written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State civil Service Rules and Regulations dealing with the rating and review of examinations will apply. **VERIFICATION OF QUALIFICATIONS** may be investigated and candidates may be called for an interview to determine whether they are qualified for appointment. You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.
7. Eligible lists will be established in order of final rating for successful candidates and will be established for a period of four (4) years or until the establishment of an appropriate new list.
8. **NOTICE TO CANDIDATES:** Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery powered calculators. Cell phone calculators are not permitted. Devices with typewriter keyboards, spell-check, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.
9. **APPLICATION FEE:** A **non-refundable** fee of \$20.00 is required for each separately numbered examination for which you apply. Certain examinations will require a \$30.00 filing fee. **The required examination fee listed on pg.1 must accompany your application(s) in the form of a Check or Money Order** made payable to the **Rensselaer County Civil Service Commission**. Write the examination number(s) on your check or money order. **NO CASH ACCEPTED. Applications submitted online must pay by credit card.** As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.
10. **APPLICATION FEE WAIVER:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training partnership Act/Workforce Investment Act eligible through a State or local social service agency. **ALL CLAIMS FOR APPLICATION FEE WAIVER ARE SUBJECT TO VERIFICATION.** If you can verify eligibility for application fee waiver, you must complete a "Request for Application Fee Waiver and Certification" form and required documents with your application by the close of business on the application deadline as listed on the Examination announcement. You may obtain an Examination Fee Waiver Request and Certification Form online at www.rensco.com or from the Rensselaer County Civil Service Office. An application for examination and/or a Request for Application Fee Waiver and Certification **WILL NOT** be accepted after the last filing date of an examination or without the required documentation.
11. **Religious Accommodations:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the appropriate box under "Religious Accommodations" on your application. We will make arrangements for you to take the test on a different date.

RENSELAER COUNTY CIVIL SERVICE COMMISSION IS AN EQUAL OPPORTUNITY EMPLOYER.