OSWEGO COUNTY

HUMAN RESOURCES DEPARTMENT
46 EAST BRIDGE STREET
OSWEGO, NEW YORK 13126
PHONE: (315) 349-8209 ✦ FAX: (315) 349-8254
oswegocounty.com/humanresources

EXAMINATION ANNOUNCEMENT

SOCIAL WELFARE EXAMINER

EXAMINATION NUMBER: **60376 (Open to the Public)**
75584 (Promotional – County Employees Only)

EXAMINATION DATE: Saturday, December 11, 2021

LAST FILING DATE: Wednesday, November 3, 2021 (Applications will **NOT** be accepted after this date)

EXAM FEE: $20.00 **(FEE IS NON-REFUNDABLE)**

$10.00 **(Oswego County CSEA - CO-OP and Silver Star employees ONLY)**

Checks or Money Orders should be made out to "Oswego County". Exam fees for applications completed through our online portal can be paid online with a Visa, Mastercard, Discover or American Express credit card. Cash will **NOT** be accepted.

PAY RATE: $18.55 per hour. Promoted County employees will receive a salary adjustment per the County of Oswego Office Personnel Unit Agreement.

RESIDENCY REQUIREMENTS: There are no residency requirements for this exam, however, preference in appointment may be given to legal residents of Oswego County.

VACANCIES: A promotional examination for this title will be held at the same time as the open-competitive exam. The list resulting from the promotional exam will be certified prior to the open-competitive list when filling vacancies.

PROMOTIONAL QUALIFICATIONS: Candidates must have 24 months of permanent, continuous, competitive class or non-competitive class, designated in accordance with Section 55a of the Civil Service Law, civil service status in a grade seven (7) or below in the Oswego County Department of Social Services immediately preceding the date of the exam.

SENIORITY CREDITS: Rating of seniority is based on the length of permanent, continuous, classified civil service status up to a maximum of twenty years. Seniority credits of 0.2 per year will be added to an eligible score.

OPEN-COMPETITIVE MINIMUM QUALIFICATIONS:
Education, specialized background, training and experience.

A. Two (2) years of study (60 credit hours) at a regionally accredited or NYS registered college, university, or business school; **OR**

B. Two (2) years of experience in examining, investigating, or evaluating claims for assistance, veteran's or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility; **OR**

C. An equivalent combination of training and experience as defined by the limits of "A" and "B" above.

SPECIAL REQUIREMENTS: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the position.

NOTE: Unless otherwise noted, experience credited towards meeting the minimum qualifications must be paid work experience. Volunteer experience will only be credited if specified on the exam announcement.

JOB DESCRIPTION: This work involves assessing need for, and determining eligibility for, various programs administered by the Oswego County Department of Social Services and participating in team-based management process to assist the customer in identifying alternatives to dependence on assistance. The work involves assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility, and income maintenance. The work involves direct interviews with applicants and the review and evaluation of applications and records. Work is performed under the general supervision of a higher-ranking Social Welfare Examiner or site supervisor. Supervision is not a responsibility of this position. The incumbent does related work as required.

SCOPE OF THE WRITTEN EXAM: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

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.

Use of a calculator is **ALLOWED** for this exam.

TEST GUIDE: The New York State Department of Civil Service has published a Social Welfare Examiner Series Test Guide intended for candidate preparation use for this particular examination. This Test Guide contains important test related information as well as sample questions similar to the questions that will be used in this written test.

The New York State Department of Civil Service is making a copy of this Test Guide and other related information available on its Website at https://www.cs.ny.gov/testing/testguides.cfm. In addition, a copy of this Test Guide is available upon request from the Oswego County Human Resources Department or may be downloaded from the web at http://www.oswegocounty.com/studyguides.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Oswego County. Additional information is available at https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service.

EXAM FEES: A non-refundable fee of $20.00/$10.00 is required for each separate examination for which you apply. The required fee must accompany your application. Please refer to the "Application for Exam or Employment" for information about fee waiver. Write the name of the exam(s) on your check or money order **payable to Oswego County** and submit the check or money order with your application. **Cash will not be accepted.** A $20.00 charge will be imposed on checks returned for insufficient funds. When completing the application through our online portal you will have the option to pay online with a Visa, Mastercard, Discover or American Express credit card. 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. No refunds will be made to applicants who are disqualified, fail to appear, or if application is received after the last file date.

MULTIPLE EXAMS SCHEDULED FOR THE SAME DAY (CROSS-FILING):

- If you have applied to take exam(s) announced by another jurisdiction (county, city, state) scheduled on the same day as this exam, you must make arrangements (no later than two weeks before the date of the exam) to take all exams at one test site.
- If you have applied for both State and Local (county/city) government examinations, you must take all your examinations at the State examination center. You must notify the local government civil service agencies with whom you have filed an application of your intent to take both a State and Local exam on the same day. You will be advised by letter when and where to report for your examinations. You must bring all admission letters for all exams with you to the State site.
- If you have applied for multiple Local exams you must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination. For Oswego County examinations complete a "Cross Filer Notification" form, available at the Oswego County Human Resources Department or online at http://www.oswegocounty.com/humanresources/forms, and send to Oswego County Human Resources Department, 46 East Bridge Street, Oswego, NY 13126 or FAX to (315) 349-8254 or call (315) 349-8209. **If you are taking multiple exams on the same date with the Oswego County Human Resources Department only, you do not have to file a cross filer form**.

APPLICATION DEADLINE POLICY: Application/exam fee must be submitted to the Oswego County Human Resources Department or through the online portal before the close of business at 5:00 p.m. on the last file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file date. Applications that are received through inter-office mail, e-mail, or via facsimile must be received before the close of business at 5:00 p.m. on the last file date or they will not be accepted.

OSWEGO COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER.

ISSUED: September 24, 2021
Julie A. Bell
Director of Human Resources

GENERAL INSTRUCTIONS

1. Applications and additional information can be obtained at the Human Resources Department, Oswego County Office Building, 46 East Bridge Street, Oswego, New York 13126, or by calling (315) 349-8209, or on the web at http://www.oswegocounty.com/humanresources.
2. Applications postmarked after midnight of the **Last Filing Date** will not be considered eligible for this examination.
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and all statements made by candidates are subject to verification.
4. Applicants must answer every question on the application form. Incomplete applications will be disapproved.
5. Accepted candidates will be notified when and where to appear for exam. None will be admitted to the examination without the official admission notice. If an application is rejected, due notice will be sent. The department does **not** make formal acknowledgment of the receipt of an application.
6. If you have not received your notice to appear for the exam three days before the exam date, call (315) 349-8209.
7. If special arrangements for testing are required (i.e. religious observance, disability), submit written request describing your needs with the application form.
8. Unless otherwise noted, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited.
9. Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" prior to the establishment of the eligible list. Forms are available upon request at the Human Resources Department.
10. Military Service members on active duty on the exam date may request a military makeup exam by calling (315) 349-8209. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
11. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
12. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
13. Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of an emergency no later than 5:00 p.m. on the next business day following the test.
14. This examination is being 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 of exams will apply to this examination.
15. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
16. The eligible list will remain in force for at least one (1) year and may be extended by the Director of Human Resources for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
17. Special Requirement for Appointment in School Districts and CITI: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or CITI as involving direct contact with students, a clearance for employment from the State Education Department is required.
18. In accordance with the Child Abuse Prevention Act of 1985, candidates for appointment to Oswego County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Oswego County.
19. Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.