



*AMENDMENT TO ANNOUNCEMENT*

## **Head Social Welfare Examiner**

*Exam NO. 72-324*

*This announcement is hereby amended as follows:*

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 24 months immediately preceding the date of the written test in the position of Senior Social Welfare Examiner or 24 months immediately preceding the date of the written test in the position of Senior Medicaid Reform Specialist plus the following:

- A. Graduation from a regionally accredited or N.Y. State registered college or university with a Bachelor's degree and one year of supervisory experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; or:
- B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, at least one year of which was in a supervisory capacity; or:
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

*In all other respects the announcement is unchanged.*

*ISSUED: March 7, 2013*



# ERIE COUNTY PROMOTIONAL EXAM

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)

## HEAD SOCIAL WELFARE EXAMINER

NO. 72-324

### DEPARTMENT OF SOCIAL SERVICES

**\$37,885- \$49,928**

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE DEPARTMENT OF SOCIAL SERVICES. There are two vacancies at the Department of Social Services. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 24 months immediately preceding the date of the written test in the position of Senior Social Welfare Examiner.

DUTIES: A *Head Social Welfare Examiner* plans, coordinates, supervises and manages the performance and activities of one or more units in the Department of Social Services; assists in the formulation of local policies and procedures which relate to financial eligibility for the various programs administered by the local Social Services districts; interprets Federal, State and local policies and programs as they relate to financial eligibility; plans, coordinates, supervises, and manages activities by monitoring work assignments, workflow and production within assigned area of responsibility; establishes necessary controls for determining staff performance and makes necessary performance evaluations; maintains cooperative relationships with other units and sections of the agency, through administrative channels; maintains contact with community groups and other agencies in area of responsibility; may perform in-service training and development to staff; develops and tracks performance measures and evaluates outcomes; utilizes computer software such as word processing, spreadsheet and database applications.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. ADMINISTRATION OF PUBLIC ASSISTANCE PROGRAMS: Tests for knowledge and abilities required to plan, analyze, implement, or coordinate public assistance program activities. Questions will be designed to evaluate the candidate's knowledge and/or ability to assess the impact of changes in law and policy on the agency and its work flow and the development and implementation of new policies and procedures to adapt to such changes.
2. ADMINISTRATIVE SUPERVISION: These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED  
TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

**NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE  
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.**

EXAMINATION DATE  
**APRIL 27, 2013**

SEE  
REVERSE  
SIDE

APPLICATIONS MUST BE  
POSTMARKED BY  
**MARCH 27, 2013**

**SUBJECTS OF EXAMINATION** (continued)

- 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. **UNDERSTANDING & APPLYING WRITTEN MATERIAL BASED ON LEGAL PASSAGES:** Candidates will be provided with a reading passage taken from a published law or regulation and be required to answer one or more questions based on that passage. The questions may require the candidates to apply the passage to a hypothetical situation or situations described in the question(s) or summarize all or part of the passage. All factual information needed to answer these questions is provided in the reading selections. No prior knowledge of the material is needed to answer these questions correctly.

The content of the readings used in these questions may not necessarily pertain directly to the duties of the positions. The purpose of the questions is to determine the candidate's ability to read and comprehend written material of a particular style and difficulty. Moreover, knowledge of the subject matter contained in the reading selections is generally not related to answering the questions successfully because all of the information needed can be found in the reading selections.

**NOTICE TO CANDIDATES:** 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. You may not bring books or other reference materials.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)  
(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

**INFORMATION FOR PROMOTION CANDIDATES**

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

**RATINGS REQUIRED:** Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

**Seniority:** For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

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 points in a competitive examination for original appointment 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 months from the 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.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date, so they can make arrangements for taking all tests at one test site. **\*\*For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.\*\*** The Cross-Filer Form is found online at: [www2.erie.gov/employment/index.php?q=applications](http://www2.erie.gov/employment/index.php?q=applications) or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**ELIGIBILITY FOR EXAMINATION:** You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

**NOTICE:** Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

**\*\*IMPORTANT APPLICATION FEE – READ CAREFULLY\*\***

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. 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.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.