



# 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)

## SENIOR SOCIAL WELFARE EXAMINER

NO. 71-817

DEPARTMENT OF SOCIAL SERVICES

\$30,586- \$39,291

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE DEPARTMENT OF SOCIAL SERVICES. There are six anticipated 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 12 months immediately preceding the date of the written test in the position of Social Welfare Examiner or Social Welfare Examiner-Spanish Speaking.

**DUTIES:** A *Senior Social Welfare Examiner* supervises a group of employees determining financial eligibility of applicants in various programs administered by the local social services district; reviews documents available in the agency's files to verify eligibility and/or to determine the additional action necessary to verify eligibility; contacts cooperating agencies to verify client's eligibility; makes field visits, when necessary, to verify information relevant to the validation process; obtains corroborative written or recorded documentation in cases of possible ineligibility; appears at Administrative or Judicial proceedings when required to interpret decision on applications; interviews applicants and recipients, and as needed, collateral contacts re-documentation of eligibility for public assistance; prepares and computes budget for the applicant; reports findings of investigation; makes recommendations for proper disposition of cases reviewed; i.e. - reduce grant, close case, release grant, refer to law enforcement; advises applicant of the eligibility determination, the amount of assistance and any documentation or additional information which is necessary for final program classification; prepares required statistical reporting appropriate to action; makes re-determination of financial eligibility; explains validation process to applicants; informs applicants about the range of assistance offered by the agency; refers clients to appropriate sections or specialists within the Social Welfare Department as required; makes referrals for full field investigations when presumption of fraud is indicated; approves referral of clients to Social Services section for service; serves as working supervisor over a group of Social Welfare Examiners; or supervises a unit or section; reviews Social Welfare Examiner's recommendation and approves or disapproves it; assists in the formulation of policies and procedures and interprets Federal, State and local policies and programs; Establishes necessary controls for determining staff performance and makes necessary performance evaluations; audits work of Social Welfare Examiners and fellow Senior Social Welfare Examiners for compliance with NYS Regulations, ECDSS procedures and for accuracy and preciseness of work under supervision of a higher-ranking employee; may serve as a resource specialist in a program area for such specialties but not limited to budgeting, authorization process, income tax, college policy, client training, employment sanctions, fair hearings, work registration, etc.; may be required to assist in training staff on job functions, agency policy and procedures, job organization, work controls and other related work; may be assigned work which involves employment interviewing, placement or counseling; may be required to deal with Spanish speaking clients/cases if originally appointed from the Social Welfare Examiner Spanish Speaking.

A Guide to the Written Test for the 'Local Social Welfare Examiner' series is available at the new York State Department of Civil Service web site: [www.cs.state.ny.us/testing/localtestguides.cfm](http://www.cs.state.ny.us/testing/localtestguides.cfm). Candidates not having access to a computer or the internet may request a copy of this test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement

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  
**JUNE 15, 2013**

SEE  
REVERSE  
SIDE

APPLICATIONS MUST BE  
POSTMARKED BY  
**MAY 15, 2013**

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

1. **INTERPRETING & APPLYING WRITTEN SOCIAL WELFARE PROGRAM MATERIALS, & 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 food stamps. 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. **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.
3. **SUPERVISION:** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
4. **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.

**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.