



**Department of Human Resources & Civil Service**

7 Court Street  
County Office Building, Rm 216  
Belmont, New York 14813  
Ph: (585) 268-9212  
FAX: (585) 268-9742

**EXAMINATION TITLE: Community Service Worker (Social Services) NUMBER: 71387**

**PROMOTIONAL**

**SALARY: \$20.3348 ~ \$24.7153/hr.**

**EXAMINATION DATE: August 5, 2023 \***

Applications must be received in this office by **4:00 PM June 30, 2023** or be postmarked with that date.

\*Please contact this office if you do not receive your admission notice within three days of the examination date.

**Vacancies:** The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in the Allegany County Department of Social Services.

Candidates must have been legal residents of Allegany County and adjoining counties (Wyoming, Livingston, Steuben, Cattaraugus, McKean, and Potter Counties) for at least one month immediately preceding the date of the written examination. Preference may be given to residents of Allegany County or a political subdivision of Allegany County.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. **INCOMPLETE APPLICATIONS MAY BE DISAPPROVED.** For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 Phone 585-268-9212.

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**ATTENTION CROSS-FILERS: ADDITIONAL REQUIREMENT:**

- If you have applied for **both State and Local** government examinations, you must take your examinations at the State examination center. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You will be advised by letter when and where to report for your examinations.
- If you have applied for **other Local** government exams, you may select which location to appear for the exams. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You must also 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 exams. The Cross-Filing Form may be found on our website at: [www.alleganyco.gov](http://www.alleganyco.gov), click on Human Resources/Civil Service at the website.

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**MINIMUM QUALIFICATIONS:**

**PROMOTIONAL:** One-year permanent competitive class status in a lower level clerical position in a department of Allegany County.

**DUTIES:**

Performs assignments in connection with processing applications for eligibility for the various programs administered by the local Social Services Department. Imparts agency program information to clients and the general public as directed. Work is performed under the supervision of Case Supervisor Grade B and/or Principal Social Welfare Examiner. Does related work as required.

**Scopes / Subjects of examination:**

A test designed to evaluate knowledge, skills and /or abilities in the following areas.

**Applying information**

These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

### **Working with people in human services situations**

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

### **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.

### **Interviewing**

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

### **Test guide:**

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**SENIORITY CREDITS:** Points will be added to an eligible score as follows:  
Seniority\* - - - - for each year - 0.2 credits.

\*Rating of seniority is based on the length of continuous competitive class service up to a maximum of 20 years.

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

**Religious Observers – Disabled Persons:** If special arrangements for testing are required, please indicate this on your application form.

**VETERANS OR DISABLED VETERANS** desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

**ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** - 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.

**Use of a calculator is ALLOWED.** Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **You will not be permitted to use the calculator function of your cell phone or smart watch.**

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**ISSUED:** June 2, 2023

**ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

This announcement is also available on the Internet at: <http://www.alleganyco.gov>, click on Human Resources/Civil Service at the website.