



# Department of Human Resources & Civil Service

## Promotional Exam Announcement

Please Post Conspicuously

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### Monroe County Department of Human Services

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**P-70886**

## Senior Examiner Bilingual

Examination Date:	<b>June 15, 2024</b>
Application Deadline:	<b>May 14, 2024</b> – Applications must be submitted online or filed in our office by 5PM or postmarked by this date
Who May Apply:	<b>Qualified employees of the Monroe County Department of Human Services</b>
Salary:	<b>FSW Salary Group 54</b>
Employment Opportunities:	<b>The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.</b>

#### Minimum Qualifications:

Candidates must be permanently employed in the competitive class in the **Monroe County Department of Human Services** and must have served continuously on a permanent basis for **thirty-six (36) months** holding the position of **Examiner, Examiner Bilingual, Child Support Examiner, Child Support Examiner Bilingual** or **Eligibility Evaluator** immediately preceding the date of the written test.

A combination of time served in multiple titles sufficient to meet the maximum period of required service is also qualifying.

Any person, otherwise meeting the requirements for an examination, who was laid off from an 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 the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

#### Description of Duties:

This is a senior-level position in the Department of Human Services responsible for complex Spanish and English speaking client management activities, specialized pre-assessment duties, specialized program responsibilities, and quality control activities in the form of reviewing for compliance and "signing-off" on client management plans and child support as related to financial services. Duties involve preparing and conducting fair hearings or child support hearings when clients appeal decisions or actions. Duties also involve consulting with Caseworkers, attorneys, Family Court staff, and program specialists. Work is performed in accordance with established policies and procedures with leeway allowed for interpretation and application and in accordance with Federal, State and local laws, regulations and guidelines. This position differs from the lower level Examiner Bilingual in its responsibility for complex client management activities and ensuring the integrity of case data. The employee reports directly to, and works under the general supervision of Supervising Examiners or other higher level staff member. General supervision is exercised over subordinate staff.

#### Scope of Examination:

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

##### 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

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PHONE: (585) 753-1700 WEB SITE: <http://www.monroecounty.gov>

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will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

**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.

**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.

**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.

**Calculators and Reference Materials:**

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

A **“Guide for the Written Test for the Social Welfare Examiner Series”** is available at the Monroe County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614. The guide is also available on the Monroe County Web Site listed at the bottom of this page or by sending a self-addressed, stamped envelope to the above address. This guide contains sample test questions similar to the question that will be used in this written test.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

----- **BASIC CIVIL SERVICE INFORMATION** -----

**Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Candidates must record the Exam Number and Title on the Application.**

**Seniority:**

Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with the following schedule.

Less than 1 year .....	0 Points
1 year up to 6 years .....	1 Point

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(Monroe County Department of Human Services)**

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 up to 26 years .....	5 Points

Seniority points will be calculated at the time of examination.

**Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence.

**Veteran's Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

**Active Military Members:**

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

**Special Arrangements for Examination:**

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

**Multiple Exam Takers:**

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in **different** exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the **same** exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

**Admission to Examination:**

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date.

If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

**Issue Date:** April 24, 2024

**Revised Date:** April 29, 2024