



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN OPEN COMPETITIVE EXAMINATION FOR:

Title: Community Services Worker
Number: 62921
Salary: \$36,246 – Dutchess County (2016 Salary)

Date of Examination: 01/20/2018
Applications Accepted Until: 11/29/2017
Applications postmarked 11/29/2017 will be accepted.
Applications accepted until 4:30 p.m. Monday through Friday.

Administration of an exam does not imply a vacancy exists.

A \$15.00 fee and examination application is required for each separately numbered examination: Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to “Commissioner of Finance” with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

VACANCY: The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in the Dutchess County Office for the Aging.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before January 20, 2018:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate’s degree and one year of either paid or volunteer experience in a non-clerical position supporting community or human services in a public or private agency;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and three years of the experience as indicated above;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

NOTE: Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

SPECIAL REQUIREMENT: Possession of a valid driver’s license.

SPECIAL NOTE: Candidates may be required to use their own vehicle for field work activities.

DUTIES: This position performs a variety of office and field tasks to support the various programs administered by Office for the Aging. Assistance is provided to older adults, care givers, and others of all ages with disabilities and/or long term care needs, in such areas as long term care, insurance, housing, recreation, finance, health care, transportation, benefits, and caregiver support.

EXAMPLES OF WORK (Illustrative Only): Assists older adults and others as described above, who are in need of services, information and referral, by identifying and helping the clients obtain those services and information; provides information about and referral to Office for the Aging and other community services to older adults and others as described above, their families, community members or agency personnel; identifies client needs and problems through supportive face-to-face contacts in the office or in the client’s home or through telephone contacts; assists clients in completing necessary forms, obtaining eligibility information, processing applications, etc.; counsels clients regarding health insurance options and assists clients in accessing such insurance.

SUBJECT OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

1. **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.
2. **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.
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. **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.

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

The use of calculators is **ALLOWED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.
APPLY ONLINE AT WWW.DUTCHESSNY.GOV

*****IMPORTANT
No. 2018-00000002

SEE REVERSE

IMPORTANT*****
ISSUED: 11/02/2017

FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE AT www.dutchessny.gov or www.co.dutchess.ny.us

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

RETURNED CHECK FEE: A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

FINGERPRINTING: An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

WEATHER

In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WPDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNV	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

ALTERNATE TEST DATES may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

RELIGIOUS ACCOMMODATION: – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. Documentation will be required. You will be granted an alternate test date, usually during the following week.

SPECIAL ACCOMMODATION: If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

VETERANS: Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans' credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans' application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

CALCULATORS: Unless otherwise notified, 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.

ADMISSION TO EXAMINATION: Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.

CHANGE OF ADDRESS: Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

RESIDENCE PREFERENCE: Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

MULTIPLE EXAMINATIONS: If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site **no later than two weeks before the test date.** Call 845-486-2169 for further information regarding multiple examinations on the same date.

NOTE: 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.

APPLICATIONS: May be obtained online at www.dutchessny.gov, by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

"HOW TO TAKE A WRITTEN TEST" and questions and answers about **MUNICIPAL CIVIL SERVICE EXAMINATIONS** publications are available on and can be fully downloaded from the New York State Department of Civil Service website www.cs.ny.gov/testing/localtestguides.cfm.