



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

Title: Social Welfare Worker I
Number: 64554
Salary: \$38,180 – Dutchess County (2016 Salary)

Date of Examination: 06/23/2018
Applications Accepted Until: 05/02/2018
Applications postmarked 05/02/2018 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.**

NOTE: When applying for both open competitive and promotion or open competitive and interdepartmental promotion examinations for the same title, the examination fee will be waived for the promotion or interdepartmental promotion examination only.

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 Department of Community and Family Services (DCFS).

NOTE: A Promotion examination is being given in conjunction with this Open Competitive examination. The Promotion eligible list will be certified FIRST.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before June 23, 2018:
Graduation from high school or possession of a high school equivalency diploma and graduation from a New York State registered or regionally accredited college or university with an Associate’s degree.

DUTIES: This is an entry-level traineeship in the Department of Community and Family Services. Appointees to this class are provided training for a period of one year consisting of classroom and on-the-job segments designed to provide essential knowledge and some skills including: a variety of regulations of the financial service programs, investigation techniques, interviewing skills and stress management techniques. Upon the successful completion of the training program, the employee assumes the full-performance position of Social Welfare Worker II without further examination.

EXAMPLES OF WORK (Illustrative Only): Receives classroom and on-the-job training in investigation techniques including interviewing procedures and practices, Federal and State Law and policies concerning the provisions of social welfare programs and related human service programs and stress management; conducts investigations, including in-depth interviews to elicit sufficient information to approve, deny or determine the feasibility of a financial service program, make an appropriate referral or proceed with further investigation; contacts by mail and telephone a variety of sources to document information on applications; trains in and keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties; trains in and redetermines or recertifies approval for financial services; trains in and researches applicant status, prior history and payment or grant history utilizing various electronic data storage and retrieval systems; trains in, informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies; trains in and conducts investigations to determine location of absent parent, or makes referral to locator service; trains in and compiles information to prepare a variety of court orders pertaining to child support enforcement; trains in and may conduct investigations, or refer cases for further investigation, when fraud is suspected.

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

1. **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.
2. **Recording case notes** - You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.
3. **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.

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website:
www.cs.ny.gov/testing/localtestguides.cfm. Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

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. 2018-00000100

SEE REVERSE

*****IMPORTANT
ISSUED: 04/06/2018

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.