ONONDAGA COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT

DEPARTMENT OF PERSONNEL John H. Mulroy Civic Center 421 Montgomery St 13th Fl Syracuse NY 13202
(315) 435-3537 Fax 435-8272 Web Site www.ongov.net

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COMMUNITY SERVICES WORKER

Open Competitive Exam #63-010 use application form #p-200
(Open to the Public)

Office Hrs M-F
8 a.m.-4:00p.m.

Application Deadline 5/31/22

Exam Date 7/16/22

ALL APPLICATIONS MUST BE FILED WITH THE ONONDAGA COUNTY PERSONNEL DEPARTMENT, AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Qualifications: You are urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified.

SALARY AND VACANCIES: Changing conditions may make it necessary to certify vacancies at higher or lower salaries than those announced.
The title currently exists in the following department(s):
Onondaga County – Office of Child and Family Services $43,828 - $48,439

The resulting open competitive eligible list will be used to fill vacancies in any jurisdiction where the title exists.

DUTIES: The position involves responsibility for non-professional functions in the Onondaga County Department of Social Services in support of casework staff in implementing programs and delivery of services to clients. Duties are carried out under less direct supervision and with greater latitude for exercising independent judgment than allowed a Community Services Aide. Does related work as required.

RESIDENCE REQUIREMENT: OPEN COMPETITIVE examination candidates must have resided in the United States of America or one of its territories for not less than one (1) month immediately preceding the date of exam. **Preference in appointment may be given to local residents**. Appointments to positions in some municipalities are subject to residence requirements pursuant to local laws.

MINIMUM QUALIFICATIONS: **On the date of examination, candidates must meet the following requirements:**

OPEN COMPETITIVE QUALIFICATIONS:
A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree; or,
B) Two (2) years of work experience, or its part time equivalent, in a non-professional position supporting social services programs in a public or private agency; or,
C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Volunteer Experience: Volunteer experience will be allowed to substitute for paid work experience as long as the volunteer experience is equivalent in nature to the paid work experience required for the position.

SPECIAL NECESSARY REQUIREMENT: Possession of a valid New York State driver's license at time of appointment.

SUBJECT OF EXAMINATION: There will be a written test, which you must pass in order to be considered for appointment. The written test will be designed to test for 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: http://www.cs.ny.gov/testing/testguides.cfm.

CALCULATORS: Use of calculators is **RECOMMENDED** for this exam. Candidates should bring 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. You may not bring cellular phones, beepers, pagers, or headphones.

APPLICATION INSTRUCTIONS: Applications may be obtained in person from the Onondaga County Department of Personnel, by mail (include a self-addressed, stamped envelope) or downloaded at www.ongov.net/employment/document_center

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center. You will be responsible for the required evaluation fee.

ADDITIONAL CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:
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, please inform this office of this matter when you submit your application for examination.

VETERAN CREDITS: War veterans applying for additional credit must submit a copy of their DD-214 Member-4 (discharge papers) with their application for examination or by one month following the date of examination. Veteran's Credit Instructions and Application Forms are available in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center.

APPLICATION DEADLINE POLICY: All applications must be submitted to the Onondaga County Department of Personnel before the close of business at **4:00 p.m. on the application deadline date** as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received through inter-office mail after the Application Deadline or that are submitted to any other department, office or agency and are not received in the Department of Personnel by the Application Deadline will not be accepted.

MILITARY APPLICANTS: In accordance with Section 243 of Military Law, military personnel serving on active duty in the armed forces of the United States during the filing period may be permitted to file an application for the examination after the application deadline date, but prior to the scheduled date of the examination. Contact the Onondaga County Personnel Department at (315)435-3537 for further information.

EXAM INFORMATION:

EXAM NOTICE: Candidates found eligible will be notified when and where to appear for examination. If you have not received notice of the examination location three (3) days prior to the examination, contact the Examination Unit at 435-3537. If an application is disapproved, due notice will be sent. Reasons for disapproval may be discussed with the reviewer.

FOR EMERGENCY CANCELLATION OF EXAMINATIONS TUNE TO: WIXT NEWS CHANNEL **9**, WTVH NEWS CHANNEL **5**, NEWS **10** NOW or **any Clear Channel Radio Station**.

SPECIAL ACCOMMODATIONS: If you desire accommodation at the exam site due to disability, please indicate the disability and desired conditions necessary to accommodate your disability on the application or on a separate paper attached firmly to your application. Candidates requesting an accommodation are required to furnish documentation of the disabling condition prior to the examination date. The accommodation required must be stated on the application for examination and the documentation must be forwarded at least 2 weeks prior to the exam date.

RELIGIOUS ACCOMMODATION: Applicants whose religious beliefs prevent them from taking examinations on the scheduled date should indicate the need for special arrangements on their application.

EXAM RATING: When the written 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 provision of the New York State Civil Service Rules and Regulations will apply.

ELIGIBLE LIST: Eligible lists are established, on average, within three months after the examination date. In accordance with the New York State Civil Service Law, an eligible list must remain in existence for one year from the date of its establishment. When the eligible list is established you will be able to view the current eligible list and your status on-line by going to our website at **Civil Service Exam Test Results www.ongov.net/employment/ranking.**

CANDIDATE FITNESS: Inquires may be made as to character and ability of all candidates. All statements made by candidates are subject to verification. Falsification of any part of the "Application for Employment" may result in disqualification and possible legal action.

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. All examinations for positions in State government will be held at a State examination center.
Onondaga County Cross Filer Notification Forms are available in our office or online at www.ongov.net/Employment/document_center. Send completed form to Onondaga County Dept. of Personnel, 421 Montgomery St 13th Fl, Syracuse NY 13202 OR FAX 315-435-8272 OR call 315-435-3537.

CHANGE OF ADDRESS: It is the responsibility of the candidate to notify the Onondaga County Personnel Department in writing of any change in address. Address change forms are available in the Personnel Department during normal office hours or online at www.ongov.net/employment/document_center

MILITARY MAKE-UP EXAMINATION: Any member of the armed forces of the United States who has filed an application to compete in a scheduled competitive examination but is deprived of the opportunity to compete in the examination due to ACTIVE MILITARY DUTY can be provided with a special military make-up examination upon written request to the Onondaga County Personnel Department. The applicant must submit a copy of military orders, DD-214, or other official military document that substantiates active military service at the time of the examination. Request must be no later than sixty (60) days after release from active duty.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving contact with students, a clearance for employment from the State Education Department is required.

IN ACCORDANCE WITH THE CHILD ABUSE PREVENTION ACT OF 1985, candidates for appointment to Onondaga County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Onondaga County.

PRE-EMPLOYMENT DRUG TESTING / BACKGROUND INVESTIGATION: May be required for appointment or promotion.

Onondaga County is an Affirmative Action/Equal Opportunity Employer