

## County of Chautauqua in the State of New York Announces:

### COMMUNITY SERVICES WORKER

**Examination Number #60005410**

**Salary: County of Chautauqua - \$21.51-\$27.69/Hour**

**OPEN TO THE PUBLIC**



**Examination Date: 1/18/2025 Applications must be Received or Postmarked by: 11/20/2024**

Issued on 11/6/2024 by Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, NY 14757 (716) 753-4237

Exam announcements and application forms are available on the Internet at [chqgov.com](http://chqgov.com) - Click on "Employment"

**EXAMINATION PROCESSING FEE:** A non-refundable examination processing fee of \$15.00 is required for each separately numbered examination for which you apply. The examination processing fee may be paid either by sending a check or money order payable to the Director of Finance (please write the examination number and title on your check/money order), paying in-person with a valid credit card, or payment by phone (must have application in office). We cannot accept cash. As no refund will be made, you are urged to review the examination announcement carefully, to compare your qualifications with the requirements for admission, and to file only for those examinations for which you are clearly qualified.

**EXAMINATION PROCESSING FEE WAIVER:** A waiver of examination processing fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination processing fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. All claims for examination processing fee waiver are subject to verification. If you can verify eligibility for an examination processing fee waiver, complete the appropriate section of the Application and submit it by the Application Deadline as listed on the Examination Announcement. Applications and additional information may be obtained from the Internet at [chqgov.com](http://chqgov.com) click on "Employment" or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

**APPLICATION FORM:** Your application for this test is part of the examination process. Applications must be completely filled out, with all pertinent information stated. Vagueness or ambiguity will not be interpreted in your favor. We do not refer to other applications on file for additional information. Applications that do not show training and/or experience to meet minimum qualifications may be disapproved.

**VACANCIES:** At present two (2) vacancies exists in the Chautauqua County Department of Mental Hygiene and Social Services.

**DUTIES:** A Community Services Worker involves para-professional social work activities in the Chautauqua County Department of Health and Human Services working in support of higher level staff. The essential nature of the work is such that incumbents engage clients to gather information concerning the kinds and levels of assistance required. The Community Services Worker is also responsible for providing basic para-professional social services under the guidance of higher-level staff and the referral of clients to appropriate related supportive services. Work is performed under general supervision with some leeway granted for independently carrying out job objectives. Work involves field visits to client homes and other locations. Does related work as required.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college with an Associate's degree in a Human Services-related field and one (1) year of work experience involving direct client contact in the delivery of services in a human services agency or program; OR
- B. Three (3) years of experience as listed in A. above.

**ADDITIONAL REQUIREMENTS:**

- A. Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.
- B. Candidates must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to the date of written test. Additionally, candidates that pass the written test and appear on the eligible list must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to certification and appointment.

**EDUCATION/AGE REQUIREMENT:** Candidates who will meet education/age requirements within 12 months of the exam date, will be permitted to take the examination but will not be eligible for canvassing or permanent appointment until proof of fulfilling the education/age requirements have been furnished to this office. It is the sole responsibility of the candidate to provide all necessary transcripts for required education and a copy of the required license or professional certificate upon completion.

**NO RESIDENCY REQUIREMENT:** At the time of certification, preference in appointment may be given to successful candidates who are legal residents of Chautauqua County, in which the appointment is to be made.

**SUBJECTS OF EXAMINATION:** Written test will test for 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) 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.
- 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) 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.

**NOTICE TO CANDIDATES:** The use of calculators is **RECOMMENDED** for this exam. Devices with typewriter keyboards, 'Spell Checkers', 'Personal Digital Assistants', 'Address Books', 'Language Translators', 'Dictionaries', or any similar devices are prohibited.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** Do **not** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test room. The presence of such devices in the test room, hallways, restrooms, may result in your disqualification.

**CANDIDATES PLEASE NOTE:** The New York State Department of Civil Service has not prepared a Test Guide for this examination. However, candidates may find information contained in the publication 'How to Take a Written Test' helpful in preparing for this examination. This publication is available online at: [www.cs.ny.gov/testing/testguides.cfm](http://www.cs.ny.gov/testing/testguides.cfm)

## **GENERAL INFORMATION / INSTRUCTIONS**

**CHAUTAUQUA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of Chautauqua County to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, (including traits historically associated with race, including but not limited to, hair texture and protective hair styles) creed, color, national origin, sexual orientation, military status, sex, disability, genetic predisposition or carrier status, marital status, arrest record or status as a victim of domestic violence, familial status, gender/gender expression, reproductive health decisions, citizenship or immigration status, or any other factor prohibited by law. Employment decisions are based on qualifications, merit and business needs. The policy can be obtained at [chggov.com](http://chggov.com).

**THE DIRECTOR OF HUMAN RESOURCES RESERVES THE RIGHT TO ACCEPT OR REJECT APPLICATIONS RECEIVED AFTER THE PUBLISHED LAST FILING DATE FOR THIS EXAMINATION:** Applications must be either:

- A. Received at the Chautauqua County Department of Human Resources, Room 144, Gerace Office Building, Mayville, New York 14757 prior to the close of business on or before the last filing date published for this examination, or:
- B. Postmarked on or before the last filing date published for this examination. Please note that mail deposited in a mail box on the last filing date but after the post office's last pick up for that day will receive a post mark for the following day and, therefore, will not be considered a timely submission by this office.

**NOTE:** Applications submitted through the County interoffice mail system are not postmarked and are date stamped upon receipt by our office. We urge candidates to pay particular attention to the filing deadline and to use a filing method that will ensure a timely submission.

**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. **Cross-file application forms are available on the Internet at [chggov.com](http://chggov.com)** or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

**LEGAL AUTHORIZATION TO WORK IN THE UNITED STATES:** Federal Immigration Law requires employers to verify that all persons hired are legally authorized to work in the United States. If you are hired, you will be asked to swear, under penalty of perjury, that you are legally authorized to work in the U.S., and you will be required to submit proof of that authorization.

**CURRENT/PROSPECTIVE MILITARY SERVICE MEMBERS:** New York State Law provides for Military Make-up Tests in cases where candidates cannot attend the scheduled test on the published test date due to active military duty. You must file an application for this examination in accordance with this examination announcement and you must request the special test arrangements, which are available. If you expect to enter military service, you may still compete in this examination and be appointed or reinstated after you return from active duty. Contact our office for details.

**THIS EXAMINATION IS BEING RATED:** by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating and review of examinations will apply to this test. The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate.

**ALTERNATE TEST DATES:** State and local examination policy does permit alternate test dates for certain compelling reasons. For details or to request an alternate test date, contact the Department of Human Resources.

**LOCATION OF EXAM SITE:** Examinations are held in Mayville unless for reasons beyond our control, we must change the test site.

**VETERAN CANDIDATES:** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

**SECTION 85-a OF THE CIVIL SERVICE LAW:** Effective 9/17/02, 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.

**ADMISSION TO EXAMINATION:** Notice to appear for the examination will be conditional, as review of applications for minimum requirements may not be made until after the written test. Call the Chautauqua County Human Resources Office if you have not received your notice 3 days before the date of the examination. You may not be admitted to the examination room without official notice.

**RELIGIOUS ACCOMMODATIONS AND OTHER SPECIAL ARRANGEMENTS:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, please contact our office so that we can make arrangements for you to take the test on a different date. Applicants with disabilities who require special arrangements should contact our office by the close of the filing period for the examination.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with the passing mark at 70. Unless the announcement states otherwise you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. In addition to meeting specific requirements, candidates must be of good moral character and habits.

**MEDICAL EXAMINATION/BACKGROUND INVESTIGATION:** Applicants may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position. You may also be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.