

**WAYNE COUNTY
HUMAN RESOURCE DEPARTMENT**

26 Church Street * Lyons, New York 14489
Telephone: (315)946-7483 Facsimile: (315)946-7488 Web: www.co.wayne.ny.us

Services Assistant Department of Aging & Youth

Exam Number:	# 64-612 O.C.	Use of calculators is ALLOWED
Examination Date:	October 30, 2010	
Last Filing Date:	September 24, 2010	
\$10.00 Filing fee MUST be submitted with completed application		

The eligible list will be used to fill vacancies within the Wayne County Aging & Youth Department.

2010 Rate: \$18.65 hourly

Duties: Performs a variety of duties to support the efficient operation of assigned programs at the Department of Aging and Youth. This position exists primarily to provide moderately complex information and referral services to individuals and their family members who request or require assistance.

ACCEPTABLE TRAINING AND EXPERIENCE: Either:

- A. Graduation from a regionally accredited or NY State registered four year college or university with a bachelor's degree in a health or human services-related field (e.g. nursing, psychology, sociology, gerontology, social work, health science); or
- B. Graduation from a regionally accredited or NY State registered two year college with an associate's degree in a health or human services-related field and two years of full-time paid experience in human services (e.g. nursing, community health, social services); or
- C. Graduation from senior high school and four years of full-time paid experience in human services (e.g. nursing, community health, social services).

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at the time of appointment and maintenance of such license throughout the tenure of employment in the position

Subjects of examination: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

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. Office record keeping: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

4. Working with people in human services situations: These questions test for knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

Issued 7/20/10

AN EQUAL OPPORTUNITY EMPLOYER
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IMPORTANT INFORMATION

RESIDENCY: Candidates must be legal residents of Wayne County for at least ONE month immediately preceding the date of the examination. For some examinations, residency may be waived where recruitment is difficult. A municipality or district may exercise its right under Section 23-4a of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least **30 days** prior to appointment. After the names of residents have been exhausted, Wayne County must then certify the names of non-residents on the list.

APPLICATION: Applications are available from the Wayne County Civil Service Personnel Office, 26 Church Street, Lyons, NY 14489, Monday-Friday 9:00 a.m. - 5:00 p.m. WEB SITE IS NOW AVAILABLE co.wayne.ny.us you may download application and review current positions/exam announcements. The candidate **MUST** complete and submit an Application for Examination for each examination they wish to apply for. Falsification of any part of the Application will result in disqualification. Applicants must complete every question on the application form. Incomplete applications will be disapproved. **Submission of a resume** does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement of the application and not a substitute for it. To receive credit for experience on a job, basic information such as address, name, title of supervisor, hours in a work week, final salary, etc. Must be shown on the application. We do not make any formal acknowledgement of the receipt of an application or take responsibility for non-delivery of mail or postal delay.

APPLICATION FILING FEE: A non-refundable filing fee must be submitted for each separately numbered examination for which you apply. Send check or money order payable to Wayne County, write the examination number on your check/money order. Cash will be accepted if returning application in person. AS NO REFUNDS WILL BE MADE, YOU ARE URGED TO CHECK THE MINIMUM QUALIFICATIONS CAREFULLY.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT: 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 as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADMISSION LETTER: Approved candidates will receive an "Admission Letter" by mail at least 10 days before the exam date stating -Place, date and time of the exam. Candidates will not be admitted to the exam unless they have an "Admission Letter". If you do not receive an admission letter at least 10 days prior to the examination please call the Personnel Office at (315)946-7483. Disqualified candidates will be sent a notice of disqualification.

CROSS FILERS AND MULTIPLE COUNTY EXAMS: If you have applied for both STATE and LOCAL government examinations you must make arrangements to take all your examinations at the STATE examination center by calling 518-457-7022.

If you have applied for other local government examinations, write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of examination. You must notify all local government agencies with whom you have filed and application of the test site at which you wish to take your examination.

RELIGIOUS OBSERVERS - DISABLED PERSONS - ACTIVE MILITARY MEMBER: If you need special arrangements to take this examination because of Religious Observer, Active Military Duty, or a Disabled Person and need special accommodations in order to participate in the examination, you must notify the Personnel Office on or before the last filing date of the examination. The request must be in writing and should describe the accommodations you need. 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, check the box under "Religious Accommodations." We will make arrangements for you to take the test on a different date (usually the following Monday).

VETERANS' PREFERENCE: Veterans or Disabled Veterans who have served on active duty during the creditable periods of war will be eligible for veterans credits (Dates are on the back of Civil Service Application). If you desire to claim additional credits you may make application for such additional credit on the back of the application and **MUST SUBMIT A CERTIFIED COPY OF YOUR DD-214**. In order to be considered for veteran credits, the proper forms **MUST** be submitted to the Personnel Office before the eligible list is established. Veteran credits will only be added to a passing score of 70 or higher.

PREPARATION & RATING OF EXAM: This 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 will apply to this examination.

ELIGIBLE LISTS: The duration of an eligible list may be fixed for a minimum period of one and not more than four years. Appointment from an eligible list must be made from the top three candidates' will to accept appointment. **DECENTRALIZED EXAMS:** The Personnel Office reserves the right to terminate the special recruitment program at any time for decentralized examinations and re-establish a program of periodic testing for decentralized examinations.

USE OF CALCULATORS: Unless otherwise specified on the examination announcement, candidates are permitted to use quiet hand held solar/battery powered calculators. Devices with typewriter keyboards, spell check, address books, language translators, dictionaries or similar devices are prohibited. You may not bring cellular phones, beepers, pagers, or headphones.

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 and 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.

PROMOTIONAL EXAMINATIONS: SENIORITY POINTS will be added to an eligible score as follows: 0.2 points for each year based on the length of continuous competitive class service in the appointing jurisdiction up to a maximum of twenty years.