



SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

105 Ninth Street , Unit 21
Watkins Glen, NY 14891
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Lorry Johnson
Personnel Officer

Examination Open to the Public
NY Connects Coordinator
Exam #67725

EXAM DATE: November 5, 2022

LAST DATE TO FILE: September 28, 2022

SALARY: \$24.85/hr (2022 rate)

EXAM FEE: \$15.00 **non-refundable** examination fee payable by cash, money order, or check made payable to the Schuyler County Treasurer. Please write the name and number of the examination on the check.

HOW TO APPLY: **Must** complete Civil Service application and submit to Schuyler Co. Civil Service, 105 Ninth St., Unit 21, Watkins Glen, NY 14891 **Emailed or faxed applications will be accepted.**

VACANCY: One vacancy in this title has been filled provisionally in the Schuyler County Office for the Aging. A permanent appointment will be made from the eligible list that results from this examination. The eligible list will also be used to fill any appropriate full-time and/or part-time vacancies as they occur.

RESIDENCY REQUIREMENT: Candidates must have been **legal residents of Schuyler or a contiguous (Chemung, Seneca, Steuben, Tompkins and Yates) county** for at least one month immediately preceding the date of application.

JOB DESCRIPTION: This position involves the responsibility for the daily operations and oversight of the County's NY Connects program. The incumbent will establish linkages and promote inter/intra-agency communications with an emphasis on NY Connects partnerships. The position will supervise the work of all NY Connects related processes and assist with the development and implementation of related policies and procedures as well as related staff training. The incumbent will design and implement an ongoing public education campaign regarding long-term services and supports. The work is performed under the general direction of the Director of the Office for the Aging with an allowance for autonomy and independent judgement when carrying out responsibilities of the position. Performs related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates the standard core functions of NY Connects within the office;
Provides direct services including information, assistance, options counseling, making referrals and conducting streamlined eligibility determination & application assistance for publicly funded benefits & supports;
Provides follow-up per program protocols;
Utilizes the Statewide Data Collection System and Analysis and Reporting System (STARS) to record client information and services provided to be used for reporting;

Maintains confidentiality and HIPAA compliance as required;
Monitors/Supervises the work of others assigned to carry out NY Connects functions within the office;
Coordinates and implements ongoing public education and outreach about long term services and supports in alliance with program standards;
Responsible to schedule, plan and facilitate the Long Term Care Council in coordination with the partner agencies;
Responsible to recruit agencies and individuals to serve on the Long Term Care Council;
Assists in maintaining/updating the online NY Connects Resource Directory;
Formulates and implements policies and procedures in accordance with NY Connects State Program Standards;
Assists with program evaluation, quality assurance measures and continuous improvement measures;
Assists in quarterly reporting as well as other related reporting as requested;
Assists in the development of agreements and MOUs with other organizations as required and appropriate to further the goals of NY Connects, including, but not limited to, critical pathways to support care transitions upon facility discharge;
Works with partner agencies on the development of new or expanded services through monthly meetings;
Coordinates training for NY Connects staff to ensure consistency in delivery of NY Connects related information and processes;
Provides training, as needed, to the No Wrong Door (NWD) partner agencies;
Provides representation for NY Connects at committee and public meetings as requested or assigned;
Assists the OFA Director with planning the annual NY Connects budget.
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- A. Possession of a Bachelor’s degree in Public Administration, Social Work, Psychology, Sociology, Gerontology or closely related field; **or**
- B. Possession of an Associate’s degree in one of the fields listed above and two years of experience in one of those fields or a related field.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SUBJECT OF EXAMINATION: Use of calculators is ALLOWED

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

Characteristics, issues, and problems relating to older adults

These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

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 & confusion.

Educating and interacting with the public

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

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.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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

Applications and announcements are available at www.schuylercounty.us or the
Schuyler County Civil Service Office
105 Ninth St., Unit 21, Watkins Glen, NY 14891 (607) 535-8190

Issue Date: September 1, 2022

SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

Application: An original application must be filed for each separate examination. Applications must be received by 4:30pm in the Civil Service office by “Last Filing Date” to be considered for this examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Submission of a resume does not relieve you of the responsibility for completing all sections of the application. Answer every question; incomplete applications will be disapproved. Be sure to read the detailed announcement to determine whether or not you meet the announced requirements. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. Notify this office if your address changes after applying. No attempt will be made to locate candidates who have moved. Download application and forms at web site www.schuylercounty.us.

Education: A copy of your diploma should be submitted if you qualify by possession of a degree. Transcripts should be submitted whenever the qualifications require a specific college major or specified number of credits.

Fee and Fee Waiver: Application fee of \$15 must be submitted with application. Cash, money order or check made payable to Schuyler County Treasurer. Write exam name and number on check. The examination fee may be waived for persons claiming to be “unemployed and primarily responsible for the support of a household.” Use Schuyler County Waiver form.

Application Review: Disqualified candidates will receive a disapproval letter and will have the opportunity to submit facts in opposition to disqualification. Approved candidates will receive an admission letter a week before the date of the exam telling when and where to appear for the examination. If you do not receive your letter within five days of the examination, call the Civil Service office at 607-535-8190. Falsification or material misstatements of any part of the application may result in disqualification from the exam or from permanent competitive appointment. Statements on the application may be verified after the examination is held. At that time those candidates not meeting the requirements will be disqualified.

Residency: Candidates must be legal residents of Schuyler County of one of the contiguous counties (Yates, Seneca, Steuben, Chemung, or Tompkins) for at least one month immediately preceding the examination date. For some examinations, residency may be waived. Under Section 23-4a of Civil Service Law, a municipality may request a certification of eligible candidates who have been residents of that municipality for at least one month prior to certification.

Multiple Examinations: Qualified candidates may take a combination of examinations being given on the same date. The time limit for any combination or series of examinations cannot exceed eight (8) hours.

Cross-filing: If you have applied for any other civil service examinations to be given on the same test date by New York State or any other local government jurisdiction, you must notify Schuyler County Civil Service of your intent to take both a State and local government examination. When taking both a State and local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. (2) If you have applied for examination with another local civil service agency, submit a cross filing form with each agency to make arrangements no later than two weeks before the date of the examinations; indicate the test site at which you wish to take your examination.

Calculators: Unless otherwise notified, candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. No books or other reference materials are allowed.

Eligible Lists: Unless otherwise noted, the final rank order of the eligible list established as a result of this exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will not be less than one year but no more than four years. Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Rating: This examination is announced and will be rated 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 of exams will apply to this examination.

Veterans/Military: Veterans or disabled veterans who wish to claim additional credit must submit a copy of their DD-214 and supporting paperwork before the eligible list is established. The requirements set by NYS for these credits must be met. Military Service members on active duty on the exam date may request a military make-up examination.

Children of Firefighters and Police Officers Killed in the Line of Duty: 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. You must inform this office when you submit your application and must also submit documentation before the eligible list is established.

Religious Observers: Most tests are held on Saturdays. If the test date conflicts with a religious observance or practice, check the box on the application. Arrangements will be made for an alternate test date, usually the following Monday.

Disabled Persons: If special accommodations for testing are required, please indicate in writing the disability and desired conditions necessary to accommodate your disability by the last filing date of the exam.

School District Positions: 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 that state education department is required.

Background Investigation: Candidates may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, including a fingerprint check, to determine suitability for appointment.

This examination may be rescheduled if there is a weather emergency. Listen to radio station WFLR for information.