

**WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION**

**Announces**

**PROMOTIONAL EXAMINATION**

**For**

**COORDINATOR OF SERVICES FOR THE AGING**

**STATE NO. 78880**

**LAST FILING DATE: January 30, 2018**

**LOCAL NO. 3013**

**EXAMINATION DATE: March 17, 2018**

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**NON-REFUNDABLE \$10.00 APPLICATION FEE REQUIRED  
(CHECK OR MONEY ORDER ONLY – NO CASH)**

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**VACANCIES:** This examination is being held to establish an eligible list to be used as vacancies occur in the Warren County Department of Office for The Aging. Currently there is one vacancy.

**SALARY:** \$46,318

**DUTIES: (illustrative only)**

- Administers the nutrition program and/or other specific services components of the office for seniors and/or clients with program eligible long term needs;
- Assists the director in planning, developing and coordinating programs and services for seniors and/or clients with program eligible long term needs;
- Provides technical assistance to municipal and community agencies concerned with programs and/or services for seniors and clients with program eligible long term needs;
- Works directly with seniors and/or clients with program eligible long term needs or their delegates;
- Makes home visits to assess needs and well being of program participants and potential participants;
- Develops and participates in liaison activities with private and voluntary agencies concerned with seniors and/or clients with program eligible long term needs;
- Maintains detailed program services records and/or makes reports of services as requested by the director;
- Stimulates community awareness and comprehension of the problems of seniors and/or clients with program eligible long term needs;
- Assists in public information and education efforts including preparation of news releases, establishing contacts with media, attending meetings, speaking to groups concerning the problems of seniors and/or clients with program eligible long term needs;
- Studies, evaluates and makes recommendations about programs, problems, suggestions and research concerning seniors and clients with program eligible long term needs;
- Assists the director in or has responsibility for budget, finance, personnel and purchasing;
- Assists in the development and conduct of training for employees and volunteers;
- Supervises the activities of an office staff, agency employees and volunteer workers

**MINIMUM QUALIFICATIONS:**

Candidates must have held permanent competitive status for one year immediately preceding the exam in the Warren County Office for the Aging as Nutrition Services Coordinator or Point of Entry Coordinator.

**DRIVER'S LICENSE:** Candidates must possess a valid New York State Operator's license at the time of appointment

## **SUBJECTS OF EXAM:**

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

### **1. 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.

### **2. Ensuring effective inter/intra agency communications**

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to 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 the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

### **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. Supervision**

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

### **5. 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.

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](http://www.cs.ny.gov/testing/localtestguides.cfm)

**NOTE:** Unless otherwise notified, candidates are **RECOMMENDED** to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, Spell Checker, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are **PROHIBITED**. No books or reference material will be allowed into the examination site. Cell phones are **PROHIBITED**.

**SENIORITY:** Points will be added to a passing score as follows:

- Less than 1 year.....0 points
- 1 year up to 6 years.....1 point
- Over 6 years up to 11 years.....2 points
- Over 11 years up to 16 years.....3 points
- Over 16 years up to 21 years.....4 points
- Over 21 years up to 26 years.....5 points

**HOW TO APPLY:** Applications and information may be obtained from the Warren County Department of Civil Service Administration, or from the web site: [www.warrencountyny.gov/civilservice](http://www.warrencountyny.gov/civilservice) Application/exam fee must be submitted to the Warren County Civil Service Administration before the close of business at 4:30p.m. on the last filing date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last filing date. You are responsible for completing **ALL** sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

**APPLICATION FEE:** An application processing fee as specified on this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER. DO NOT SEND CASH. YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER.** You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

**Application Fee Waiver:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application 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 application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete the Exam Fee Waiver and Certification section on the application or submit the "Application for Fee Waiver and Certification" form with your application by the close of business on the Last Filing Date as listed on the Examination Announcement.**

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**Veteran's Credits:** Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and also submit a separate **Application for Veteran's Credits** and supporting documentation. Applications and information on veteran's credits may be obtained at the Warren County Department of Civil Service Administration.

**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, notify this office of this matter when you submit your application for examination

**Saturday Sabbath Observers – Physically Challenged Individuals – Active Military Members:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates with a disability who require reasonable accommodations to take the test must clearly indicate the need for special arrangements on their Application. Candidates who are called to military service after filing an Application should send requests for an alternate test date to our Office as soon as possible before the test date. Military Service Members who apply for an examination during the filing period but are on active military duty on the date the examination is scheduled may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date. You must submit with your application the type of special arrangements or reasonable accommodations requested accompanied by all supporting documentation.

**Multiple Exams Scheduled for the Same Date:** If you have applied with any other local Civil Service agency for any other examination held on the same day, you must make arrangements with each agency to take all your examinations at one test site no later than two weeks before the test date. If you have applied for both State and Local examinations, you must make arrangements with this agency to take all your examinations at a State examination center no later than two weeks before the test date. If you have questions please contact Warren County Civil Service at (518) 761-6440.

## GENERAL INSTRUCTIONS AND INFORMATION

1. Positive identification will be required at the test site.
2. Falsification of any part of the "Application for Employment" will result in disqualification.
3. Applicants must answer every question on the application form and make sure that the application is complete in regard to meeting the minimum qualifications for this examination. There will be no refund of the application fee should your application be disapproved. Time and place of the examination will be mailed to candidates whose application has been approved, one week before examination date.
4. Where a degree is required for minimum qualification, do not send transcript unless required on this announcement.
5. Appointments from an eligible list must be made from the top three candidates willing to accept appointment. All eligible lists will be established for a maximum of four years or the establishment of a new list. It is probable that a number of titles will have an insufficient number of candidates and examinations for these titles will be held on a more regular basis with eligible lists being replaced within the four-year period. Candidates are advised to review our examination postings at our web site: [www.warrencountyny.gov/civilservice](http://www.warrencountyny.gov/civilservice) . Candidates will NOT be notified should eligible lists expire within the four-year period.
6. It is the responsibility of the candidate to notify the Warren County Department of Civil Service of any change in name and/or address. No attempt will be made to locate candidates who have moved.
7. The passing grade for this examination is 70. Background checks may be required for appointment.
8. The salary of this position is subject to change from time to time, or may be different in agencies serviced by the Warren County Department of Civil Service; vacancies may, therefore, be filled at a higher or lower salary than the one announced.
9. 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 direct contact with students, a clearance for employment from the State Education Department is required.
10. BACKGROUND INVESTIGATION: Applicants may be required to undergo extensive investigation of criminal history and background, which may include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

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This written test is being prepared and rated by the N.Y.S. Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Rules and Regulations dealing with the rating of examinations will apply to this exam.

**ISSUED:** January 4, 2018

**Patricia C. Nenninger**  
**Personnel Officer**  
**MUNICIPAL CENTER**  
**1340 STATE ROUTE 9**  
**LAKE GEORGE, NY 12845-9803**

**WARREN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**  
View all examination announcements on line at: [www.warrencountyny.gov/civilservice](http://www.warrencountyny.gov/civilservice)