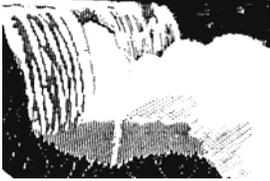


THE MUNICIPAL CIVIL SERVICE COMMISSION



OF NIAGARA FALLS, NEW YORK

ANNOUNCES EXAMINATION FOR....

Room 14 -Ground Floor – City Hall

Phone 286-4432 / 286-4430

<http://www.niagarafallsusa.org>

ASSISTANT SENIOR SERVICES COORDINATOR NIAGARA FALLS HOUSING AUTHORITY (ANTICIPATED VACANCY)

SALARY: \$25,000 PER YEAR

EXAM: #67-682 O.C.

EXAM FEE: \$15.00 A **Non-Refundable** application fee must accompany your application and is required for each exam for which you apply. **DO NOT USE CASH.** Make check or money order payable to the City Controller and write the examination number on your check or money order. **AS NO REFUND WILL BE MADE, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.**

FEE WAIVER A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the 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 wavier are subject to verification.** If you can verify eligibility for an application fee waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Exam Announcement. An application fee waiver that is not supported by the appropriate documentation is grounds for barring admittance to exam or appointment. The “Request for Application Fee Waiver and Certification Form” is available in the Human Resource Department at City Hall.

EXAMINATION DATE

April 18, 2009

FIRST DAY FOR FILING

Mon., February 23, 2009 – 8:00 AM

LAST DAY FOR FILING

Wed., March 11, 2009 – 3:30 PM

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF THE CITY OF NIAGARA FALLS FOR A PERIOD OF AT LEAST ONE (1) YEAR IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN EXAM.

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for the provision of case assistance to residents in Housing Authority facilities. The work includes responding to requests for services and the education of residents on the availability of community resources for services. Direct supervision is received by the Senior Services Coordinator. The incumbent may supervise volunteers recruited to assist residents. The Assistant Senior Services Coordinator performs related work as required.

TYPICAL WORK ACTIVITIES:

Provides case assistance to residents including information and referral, outreach to residents, advocacy and assistance, linkage with community based services, informal counseling, and acts as a liaison with families and informal caregivers;
Assesses the needs of residents through personal interviews and information provided by housing authority management, families or informal caregivers and service provider agencies and organizations;
Provides referral assistance to residents who are in need of full case management, mental health services, health care services, or other specialized services;
Assesses the general needs of the resident population and works with housing management, service providers and community resources to introduce appropriate programs to meet these needs;
Maintains records of contacts with residents and their families, service providers and others as directed;
Provides written documentation of programs conducted for the benefit of residents, such as group support meetings;
Prepares reports as required for the operation of the Resident Assistance Program.

GENERAL INSTRUCTIONS TO CANDIDATES

(Please read carefully)

1. **RESIDENCY FOR EXAM** - Unless otherwise specified in the exam announcement, candidates must have been legal residents of the City of Niagara Falls for one year immediately preceding date of written exam.
 2. **RESIDENCY FOR APPOINTMENT**: Local Law #7 of the City of Niagara Falls requires that persons commencing employment with the City of Niagara Falls after December 17, 1984, must continue to reside in the City for the duration of employment.
 3. **AGE LIMITS** - Unless otherwise specified in the exam announcement, there are no age restrictions. However, the State Education Law and the State Child Labor Law restrict the employment of persons under 18 years of age.
 4. **COMPLETION OF APPLICATIONS** - A regular application must be filed for each exam. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved.
 5. **VETERAN AND DISABLED VETERAN CREDITS** - Candidates must meet the requirements for Veterans Credits at the time of appointment or promotion. A candidate who is currently in active duty in the military may file for "conditional" credits but will be restricted from certification using the credits until appropriate documentary proof of honorable discharge and dates of service is provided to the Commission. The form necessary for filing for Veterans Credits, however, must be filed with the application. Evidence of military discharge (form DD-214) or proof of military status if claiming "conditional credits" must be presented with this form. You will be allowed the option of waiving these credits after the completion of the exam. For the purpose of claiming veterans credits on a Civil Service exam, an applicant must have served in the armed forces of the United States at any time during the following periods:
 - World War II - December 7, 1941 to and including December 31, 1946**
 - Korean War - June 27, 1950 to and including January 31, 1955**
 - Southeast Asia Hostilities - February 28, 1961 to May 7, 1975 (Starting date changed per Chapter 179 of Laws of 2006)
 - Lebanon* - June 1, 1983 - December 1, 1987**
 - Grenada* - October 23, 1983 - November 21, 1983**
 - Panama* - December 20, 1989 - January 31, 1990**
 - Persian Gulf - August 2, 1990 to the end of such hostilities (not yet determined)**
 - U. S. Public Health Service - July 29, 1945 to September 2, 1945 or June 26, 1950 to July 3, 1952
- *Credit for Lebanon, Grenada, and Panama will be limited to those who received the armed forces expeditionary medal, the navy expeditionary medal, or the marine corps expeditionary medal.
- Disabled Veterans must have been disabled in the actual performance of duty in any war and have a disability rated at 10% or more that exists at the time of application or promotion. (See Veterans Form for additional information.)
6. **MILITARY MAKE-UP** - Special test arrangements are available for active military members.
 7. **SPECIAL TEST ARRANGEMENTS** - Most written tests are held on Saturdays. If you cannot take the test on this day due to a conflict with a religious observance or practice and/or need special accommodations due to a disability, indicate this on your application form.
 8. **INVESTIGATION OF CANDIDATES** - Inquiries may be made as to character and ability, and all statements made by candidates in their applications are subject to verification.
 9. **BACKGROUND INVESTIGATION** - Applicants may be required to undergo a criminal history background investigation to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.
 10. **ADMISSION NOTICES** - The Commission will notify all candidates of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of exam. **If you have not received notification of acceptance or rejection or information as to where to appear for the exam by the Wednesday before the exam date, contact this office at 286-4432 or 286-4435.**
 11. **PASSING MARK** - The passing grade in each announced subject of an examination is 70.
 12. **INTERVIEWS** - As an aid in rating training and experience, interviews may be required at a later date.
 13. **PHYSICAL EXAM** - Prior to appointment, each candidate will be required to pass a physical exam and drug testing.
 14. **RETIREMENT SYSTEM** - Persons appointed to competitive positions are required to join the NYS Retirement System.
 15. **DEGREES AWARDED FROM EDUCATIONAL INSTITUTIONS OUTSIDE OF US OR TERRITORIES**: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices and/or your high school diploma must be equivalent to one awarded in the U.S. If your high school diploma, degree and/or college credit was awarded by an educational institution outside of the U.S. and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.
 16. **APPLYING FOR CIVIL SERVICE EXAMS ON THE SAME DATE IN MULTIPLE JURISDICTIONS**:
 - A) If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)474-6470 or toll-free at 1-877-697-5627 (press 2, then press 1) no later than two weeks before the test date and also notify the Niagara Falls Civil Service Commission **in writing, preferably prior to the last date for filing for the exam, but in no case less than two weeks prior to the exam date.**
 - B) If you have applied for other local government exams, you must contact each jurisdiction as instructed. The City of Niagara Falls requires a **written request no later than two weeks before the date of the exams.** You must notify all jurisdictions at which test site you wish to take your exam(s). For more information regarding this policy, call (716) 286-4432.
 17. 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 exam for original appointment in the same municipality in which his/her parent has served. If you are qualified to participate in this exam and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office 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.
 18. The City of Niagara Falls does not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, handicap, marital status or national origin.
 19. Applicants who have completed accredited military or industrial training can contact Excelsior College at www.excelsior.edu for information about the Full Service Credit Bank service which can issue a college transcript to be reviewed for compliance with the minimum education requirement for an exam.

MINIMUM QUALIFICATIONS:

- 1) **AN INCOMPLETE APPLICATION WILL BE DISAPPROVED.** List your current or most recent position first and then any experience that qualifies you for the minimum qualifications of the position sought. To receive credit for experience on a job, all information requested on the application including title, number of hours in the work week, final salary, duties performed by you in each position and percentage of time spent on each task, length of employment, etc., must be shown. Be very specific in explaining experience that qualifies you for the position sought. Ambiguity and vagueness will not be resolved in your favor.
- 2) **A RESUME DOES NOT SUBSTITUTE FOR THE APPLICATION AND WILL NOT BE CONSIDERED.**
- 3) Unless otherwise specified, experience will be interpreted to mean "PAID EXPERIENCE" only. Part-time paid work experience will be accepted based on its full-time equivalent.
- 4) **If a degree or special license is required, a copy must be submitted with application.**

CANDIDATES MUST MEET THE REQUIREMENTS OF ONE OF THE FOLLOWING GROUPS ON OR BEFORE THE DATE OF THE WRITTEN EXAM: EITHER:

- (A) Graduation from a regionally accredited or New York State registered four-year college or university with a concentration in social work, gerontology, psychology, public health or related field;
- OR**
- (B) Graduation from a regionally accredited or New York State registered two- year college or university with a concentration in social work, gerontology, psychology, public health or related field, and two years experience in the human or social service delivery field;
- OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and four years experience as defined in (B).

NOTE: High school graduation is required; additional experience beyond four (4) years cannot be substituted for high school graduation.

SUBJECT OF EXAM: First-time test takers may benefit from a publication entitled "How to Take a Written Test" which can be downloaded from the Web at <http://www.cs.state.ny.us/testing/localtestguides.cfm> or picked up in the Human Resource Office. **(This publication will not be mailed.)** The Written test will cover knowledge, skills and/or abilities in such areas as:

1. **Characteristics, issues, and problems relating to the elderly** - These questions test for knowledge of the characteristics of the elderly, 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. **Educating and interacting with the public** - These questions test for a knowledge of techniques used to interact effectively with individual citizens 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.
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. **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.

CALCULATOR STATEMENT: CANDIDATES ARE PERMITTED TO USE QUIET, HAND-HELD, SOLAR OR BATTERY POWERED CALCULATORS. CELLULAR PHONE 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.

RATING OF EXAMS: The written exam is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of New York State Civil Service Rules and Regulations dealing with the rating of exam will be applicable to this written exam.

AN EQUAL OPPORTUNITY EMPLOYER

DATED: February 21, 2009