



**Cayuga County Department of Human Resources
and Civil Service Commission**

County Office Building, 2nd Floor
160 Genesee Street
Auburn, NY 13021

Phone: (315) 253-1284

Email: civilservice@cayugacounty.us

Website: cayugacounty.us/civilservice

Fax: (315) 253-1084

**HUMAN SERVICES EXAMINER
TRANSFER/REINSTATEMENT OPPORTUNITY**

The Cayuga County Department of Social Services is currently accepting **Human Services Examiner** transfer and reinstatement requests.

To qualify for a transfer opportunity you must currently hold the title or a closely related title with another jurisdiction. To determine if you meet the eligible criteria for reinstatement within Cayuga County, please refer to Rule XVIII, Section 1a, 1b, and 1c of the Cayuga County Civil Service Rules and Appendices. It is your responsibility as an applicant to determine whether you meet the minimum qualifications listed.

All transfer/reinstatement requests must be made in writing. Please include a Cayuga County Civil Service application, your Civil Service Roster, current job specification for your title, and a copy of the exam announcement for your current position with the request. These items can be found at the Civil Service office of your current employer.

Please submit transfer/reinstatement requests to:
Cayuga County Department of Social Services
Attn: Jennifer Marshall, Staff Development Supervisor
160 Genesee Street, 2nd Floor
Auburn, NY 13021



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**~ RULE XVII ~
Transfers**

1. Transfer of Eligibility for Permanent Appointment

Upon the written request of an individual and the prospective appointing authority, and subject to the approval of the Commission, any individual serving in a competitive class position as a permanent appointee may be permanently appointed to another competitive class position subject to these rules without further competitive examination, provided:

- (a) There is no preferred list appropriate for filling the position to which appointment is sought containing the name of an eligible willing to accept appointment; and
- (b) There is no departmental promotion list for the position to which appointment is sought containing the names of three or more eligibles willing to accept appointment; and
- (c) (1) The Commission determines that the examinations' scopes and qualifications for the positions held and to which appointment is sought are identical; or
(2) When the examinations' scopes and qualifications are not identical, the New York State Department of Civil Service has determined that the examination for the position held involved or would involve essential tests and qualifications the same as or greater than those of the position to which appointment is sought; and
- (d) The Commission has determined that such appointment is for the good of the service.



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**~ RULE XVIII ~
Reinstatement**

1. Reinstatements

- (a) A permanent competitive class employee who has resigned may be reinstated without further examination to the position from which he/she resigned, if then vacant, or in any vacant position to which the employee was eligible for transfer or reassignment. An employee who is laid off shall be eligible for reinstatement in the same manner as an employee who had resigned.

All reinstatements are subject to the following terms and conditions:

- (i) The prospective appointing authority must request approval from the Commission to reinstate an individual.
 - (ii) A reinstatement may not be approved to a position for which a preferred list exists containing the name of an eligible willing to accept appointment.
 - (iii) With the exception of an employee who is being reinstated to his/her former position within one year from resignation, a reinstatement may not be approved to a position for which a promotion eligible list exists containing the names of three or more eligibles willing to accept appointment.
 - (iv) The Commission shall determine if the reinstatement is for the good of the service.
- (b) Reinstatement following a break in service of more than one year must also satisfy the following additional conditions:
- (i) The appointing authority must provide documentation or explanation that demonstrates to the satisfaction of the Commission that the individual requested to be reinstated possesses current knowledge and skill in the occupational field to which reinstatement is sought.
 - (ii) If the position to which reinstatement is sought requires successful completion of medical and/or physical agility tests for original appointment, the individual being reinstated must satisfy these criteria immediately prior to reinstatement.
- (c) An employee that is laid off from the civil service of a civil division shall be eligible for reinstatement in the same manner as an employee who had resigned.



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JOB SPECIFICATION

Civil Service Title: **Human Services Examiner**
Jurisdictional Class: Competitive
Civil Division: County
Adoption: CSM 12/17/03
Revised: 02/09/05 (Change in Title); 10/18/06; 06/14/17

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the Department of Social Services and involves responsibility to participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), and Child Support Enforcement Services. The work is performed in accordance with State and Federal regulations and department policy and involves responsibility in determining financial eligibility, investigations, in-depth interviewing, establishing amounts of assistance, making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher-level employee with leeway allowed in the performance of work assignments. Supervision is not normally a function of the class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Conducts investigations, including in-depth interviews to elicit sufficient information to approve, deny or determine the feasibility of a financial service/program, make an appropriate referral or proceed with further investigation;

Contacts by mail and telephone a variety of sources to document information on applications;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;

Redetermines or recertifies approval for financial service;

Researches applicant status, prior history and payment or grant history utilizing various paper and/or electronic data storage and retrieval systems;

Records information on forms to be entered into electronic and/or paper data storage and retrieval systems to record and update case records, to compute budgets, etc.;

Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;

Refers clients/applicants, as indicated, to the services divisions or assists by referring other services such as housing, employment, legal assistance, medical assistance, family planning, etc.;

Makes financial arrangements on behalf of participants with public utilities, landlords and employers, etc.;

Refers for investigations to determine location of absent parent, or makes referral to locator service;

Compiles information to prepare a variety of court orders pertaining to child support enforcement;

May conduct investigations, or refer cases for further investigation when fraud is suspected;

Does related work as required.



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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

Working knowledge of investigation techniques including interviewing procedures and practices;
Working knowledge of federal, state and local laws, codes and policies concerning the provision of social welfare financial programs;
Working knowledge of other laws, codes and programs relating to the provision of human services;
Ability to communicate effectively both orally and in writing;
Ability to relate well with others under stressful conditions;
Ability to read and understand moderately complex written information;
Ability with supervision to analyze obtained information and determine its pertinence to financial service programs;
Good powers of observation and perception;
Good interviewing skills, organizational skills;
Initiative;
Tact;
Patience; maturity;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER:

- (A) Graduation from a regionally accredited or NYS registered 2-year college with an Associates Degree; **OR**
- (B) Graduation from high school or possession of a general equivalency diploma and 2 years of experience interviewing, examining, investigating, or evaluating claims from the public for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- (C) Any equivalent combination of training and experience as stated in (A) and (B) above.

(NOTE: Interviewing or investigating experience involving public contact can be substituted for experience)

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.