



Promotional Examination Announcement:

SENIOR CASEWORKER

EXAM #77288

Issued: March 1, 2017

Written Test Date: Saturday, May 13, 2017

Application Deadline: March 29, 2017

Application must be received in the Tioga County Department of Personnel & Civil service by **5:00 p.m.** on the above date. There are **NO** exceptions. Review the information and instructions at the end of this announcement!

Applications available from this department or by following: <http://www.tiogacountyny.com/media/2134/application2016january.pdf>

Application Fee: No application fee required!

Time and Place of Written Examination: Approved candidates will be notified by admission letter 7 to 10 days prior to the written test date as to when and where to appear. **Notice will be sent by email when possible**, otherwise it will be sent to mailing address provided. **Be sure to bring the admission letter with you to the examination.** If you have not received an admission letter **3 days before** the written test date, call 607-687-8494

LOCATION OF WORK

Department of Social Services

MINIMUM SALARY

\$42,443 (CSEA SG XII)

VACANCIES

Filled Provisionally

NOTE - In accordance with Section 52 of Civil Service Law, employees in a department in which a vacancy occurs will be certified first for appointment.

Promotional Qualifications: At time of examination, candidates must have **12 months** continuous **permanent** competitive class **status** as a **Caseworker** in the **Tioga County Department of Social Services**.

NOTE: Persons who are currently employed under Section 55a, NYS Civil Service Law, and who meet all the above eligibility requirements in the Non-Competitive rather than competitive class may compete in this examination.

Distinguishing Features of the Class:

The work involves responsibility for the determination and recommendation of the need for service, and the formulation and carrying out of case plans. The functional duties are similar to those of the Caseworker, except that through training and experience, Senior Caseworkers have gained an expertise to handle more complex problems and situations. The work is performed under general direction in accordance with established policies and procedures. Although an incumbent may assist and train Caseworkers, supervision may occasionally be exercised over the work of Caseworkers and other subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES FOR THIS POSITION ARE AVAILABLE TO REVIEW UPON REQUEST

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

1. 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.

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. 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.

2 Senior Caseworker #77288

4. Principles and practices of social casework: These questions test for knowledge of the principles and practices used to provide casework services. Questions may cover such topics as developmental, mental, physical, and social disabilities and/or impairments; assessing client strengths and needs; building and maintaining relationships with clients and their support network; ability to make and advocate for appropriate service referrals; ability to provide advocacy and support; and professional and ethical concerns in casework practice.

5. 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.

Test Guides & Resource Booklets - 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

Use of Calculators: The use of a calculator is **ALLOWED**. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. Cell phone calculators are prohibited.

SENIORITY CREDIT: Service starts with the time of original entry in the **permanent classified service** of the municipality in which promotion is sought. Credit or "points" will be added to a passing score of 70 or higher as follows:

POINTS	YEARS OF SERVICE
0	Less than one (1)
1	1 year, up to six (6)
2	Over 6, up to 11
3	Over 11, up to 16
4	Over 16, up to 21
5	Over 21, up to 26

Tioga County is an Equal Opportunity Employer

ADDITIONAL INFORMATION AND INSTRUCTIONS

ADDITIONAL EXAMINATION CREDIT – 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 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.

ADDITIONAL EXAMINATION CREDIT – Veterans or Disabled Veterans desiring to claim additional credit must request and file an Application for Veterans' Credit at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. These credits may only be used once. Effective January 1, 1998, the State Constitution was amended *to permit a candidate currently in the armed forces to apply for and be conditionally granted veterans' credit in examination. You may not claim veterans' or disabled veterans' credits after the Eligible List has been established.* It is the candidate's responsibility to request and submit an Application for Veterans' Credit before the Eligible List is established. Veterans' credits will only be added to passing examination scores

ALTERNATIVE TEST DATE: When a candidate is aware of a conflict prior to the scheduled test date, the candidate must notify the Department of Personnel and Civil Service in writing as soon as possible. For emergency situations that occur on the scheduled written test date, the candidate must notify the Department no later than three (3) days following the Saturday on which the written test was held. This request may be made by a member of the immediate family or household in the event of a death in the immediate family or a serious illness. Follow link to view this department's policy: <http://www.tiogacountyny.com/media/1902/alternativetestdatepolicy.pdf>

APPLYING FOR MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY (Cross-Filing): You must notify all agencies with which you have filed an application of the test site at which you wish to take your examination(s). If you have applied for both **State and Local** government examinations, you must notify Tioga County Department of Personnel **no later than two weeks prior to the test date** of your intent to take both a State and a Local government examination. When taking both a State and a 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 examinations.

For Tioga County examinations, the Multiple Exam Notice form must be completed. This form is available in the Tioga County Department of Personnel & Civil Service, online at www.tiogacountyny.com, or by calling (607) 687-8494. **If you do not submit your Multiple Exam Notice form two weeks prior to the test date, you may NOT be allowed to sit at the test site you have selected. If you appear at a test site but did not designate this location as your test site on your form, you may NOT be allowed to take your examination(s) at that location.**

APPOINTMENT from an eligible list must be made from the top three candidates willing to accept the appointment. The resulting eligible list will be used to fill current or future appropriate vacancies within Tioga County's jurisdiction.

3 Senior Caseworker #77288

BACKGROUND INVESTIGATION and Additional Screenings: Candidates may be subject to a thorough background investigation. If requested, applicants will be required to authorize access to educational, financial, employment, criminal history, or other records. **Effective 01/01/16, a criminal background check is required prior to employment within any Tioga County department.** Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to: fingerprinting, psychological, or drug testing. Depending upon appointing authority, applicants may be required to submit the necessary fees for the fingerprint processing. Per Tioga County Civil Service Rule IX (3): A record of disrespect for the requirements and processes of law may be grounds for disqualification for examination or, after examination, for certification and appointment.

DISQUALIFICATION: Any applicant may be disqualified for examination, or after examination, for certification and appointment that is not in compliance with the standards and requirements set forth in Section 50 (4) of the Civil Service Law.

ELIGIBLE LIST: In accordance with Section 61 (1) of the Civil Service Law, and as determined by the Tioga County Department of Personnel & Civil Service, the eligible list resulting from this examination *may* be used to fill vacancies in similar related titles.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A listing of acceptable companies which provide this service may be obtained from the following: <http://www.cs.state.ny.us/jobseeker/degrees.cfm> or by contacting the Tioga County Department of Personnel. You will be responsible for the required evaluation fee.

EXAM HOLDINGS: In the instance where both a *promotional* and an *open-competitive examination* are held for the same title, a mandated *promotional list will be used first* to fill any positions. If you meet both the *promotional* and *open-competitive minimum qualifications*, you must file a separate application and pay any required fee(s) for each exam in order to be considered.

EXPERIENCE: All experience required to meet the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis.)

FALSIFICATION of any part of the "Application for Employment" will result in disqualification.

FEES: Candidates must submit a separate application fee or Application Fee Waiver form for each open-competitive examination that the candidate is applying to take.

FORMAT: The test may be in written form or it may be administered on a personal computer (PC). The type of test will be stated on the admission notice.

FORMS: Civil Service Applications, Fee Waivers and Cross-File Notification Forms may be obtained from, and must be filed with the **Tioga County Department of Personnel & Civil Service, Ronald E. Dougherty County Office Building, 56 Main St., Owego, NY 13827.** Request applications by mail, in person or from internet www.tiogacountyny.com

MINIMUM QUALIFICATIONS: You **MUST** specifically state how you meet these requirements when completing the application. Unless otherwise noted, qualifications must be met at time of application. *Ambiguity and vagueness will NOT be resolved in your favor.*

NOTIFICATION: If an application is disapproved, notice will be sent. *This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.* If the candidate does not receive either a disapproval letter or an admission notice mailed to the USPS address or email address listed on his/her application **3 days before** the date of the exam, call 687-8494.

RATING: This written and/or training and experience examination 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 the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written and/or training and experience examination. A score of 70 is considered passing.

RESPONSIBILITY: You are responsible for completing all sections of the official application. *Ambiguity and vagueness will NOT be resolved in your favor.*

SPECIAL ACCOMMODATIONS: Religious Accommodation - Handicapped Persons - Military Personnel - If special arrangements for testing are required, you must notify the Tioga County Department of Personnel & Civil Service in writing and, if requested, provide documentation.

SPECIAL REQUIREMENTS 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 is required.