



SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

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Lorry Johnson
Personnel Officer

Examination Open to the Public
Case Supervisor Grade B—Exam #62420
EXAM DATE: May 13, 2017

LAST DATE TO FILE: March 24, 2017

SALARY: \$24.31/hr

HOW TO APPLY: Applicants **must** submit an original Civil Service “Application for Employment and/or Examination” to Schuyler County Civil Service office. Faxed or emailed applications will not be accepted. Applications must be received in the Civil Service office by 4:30pm on the last date to file.

EXAM FEE: \$15.00 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.

VACANCY: A vacancy in this title has been filled provisionally in the Department of Social Services. 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 in the future.

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 the written examination. Preference in appointment may be given to a resident of the jurisdiction for which there is a vacancy.

JOB DESCRIPTION: Employees in this class are responsible for the provision of professional social work services involving the supervision of a group of case workers and supporting staff engaged in the administration of social services in a specified area or program. Responsibilities include the training and development of assigned staff. Supervision is exercised over Sr. Caseworkers, Caseworkers, Caseworker Assistant, and subordinate staff. Work is performed under the direct supervision of the Case Supervisor Grade A or the Deputy Commissioner. Does related work as required.

TYPICAL WORK ACTIVITIES:

Functions as the Unit supervisor in the absence of the Case Supervisor Grade A;

Assists in the formulation of casework or group work policies and procedures;

Interprets, implements and monitors Federal, State and local policies and programs to assigned caseworker staff;

Supervises, assists, and review Caseworker and Senior Caseworker staff assigned to the children’s services unit in administering social services programs to promote the welfare of the client;

Reviews difficult problems with casework staff and provides necessary consultation, advice and recommendations in areas such as case planning, decision making, resource utilization, time management and emergency decisions;

Provides back-up for Case Supervisor Grade A during and after regular work hours;

Assists casework staff in gaining competency with DSS automated system requirements, checks reports and monitors performance for time completion and accuracy of cases within Federal and State guidelines;
Share in on-call supervision for on call workers and participate in on-call rotation;
Maintains cooperative relationship with family court and other agencies involved in providing services to clients;
Maintains accurate statistical records and prepares reports on social casework activities as needed;
Maintains responsibility for monitoring the foster care contract.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social casework and group work and the ability to apply these in the performance of duties;
Thorough knowledge of Federal, State, and local social services laws and programs;
Good knowledge of case recording techniques;
Working knowledge of automated systems as they relate to the work of the department;
Ability to plan, direct, and oversee the work of others;
Ability to prepare clear and accurate records and reports;
Ability to use computer terminal;
Ability to establish and maintain effective working relationships with others;
Good powers of observation and judgment;
Sensitivity and tact;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree (or higher) in Human Services, Psychology, Social Work, or closely related field and two (2) years of full-time paid experience in social casework with a public or private agency adhering to acceptable standards, and one (1) year of supervisory experience.

Special Requirement:

Applicant must possess a valid New York State driver's license or otherwise demonstrate the ability to meet the transportation needs of the job. Applicant must pass required clearances and screens.

SCOPE OF EXAMINATION: Use of calculators is ALLOWED

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. Organization and administration of social services casework programs

These questions test for knowledge and ability to provide management and direction in a Social Services casework program. Questions may cover such topics as planning and evaluating casework services; staff assignment, work performance, training staff, case consultation, interpreting and applying Social Services laws, regulations, and standards; developing and implementing relevant policies and procedures; maintaining

organizational effectiveness and efficiency; and communicating with and representing agency programs and services to community agencies, individuals, and groups.

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. Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

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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: February 17, 2017

SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

Application: An original application must be filed for each separate examination. Applications must be received by 4:30 p.m. in the Civil Service office on the “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 (\$25 for Uniformed Protective Services exams) 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 or 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’re applying for civil service examinations in multiple jurisdictions when examinations are scheduled on the same date, you must make arrangements to take all the examinations at one test site. You must apply in each jurisdiction and notify each that you are cross-filing. If you have applied for both state and local examinations, you must take all your examinations at the state center. To make arrangements, call (518) 457-7022 no later than two weeks before the test date.

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.

NYS Dept. of Civil Service publications, *How to Take a Written Test*, and *Questions and Answers About Municipal Civil Service Examinations* are available at their web site (www.cs.state.ny.us/msd/map.html).

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