



SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

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Lorry Johnson
Personnel Officer

Examination Open to the Public
Intensive Case Manager—Exam #68137
EXAM DATE: March 17, 2012

LAST DATE TO FILE: February 1, 2012

SALARY: \$21.69/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.

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: This examination is being held to establish an eligible list and will be used to fill any appropriate full-time and/or part-time vacancies as they occur.

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: The work involves responsibility for identifying children and youth in need of case management services. The incumbent assesses clients in order to identify goals, strengths, and skill deficits, and determines resources that will meet the need identified in the assessment process. The Intensive Case Manager also coordinates and integrates a written service plan and reviews the plan with clients and their families. The position exists in the County Department of Mental Health, and the work is performed under the general supervision of a Supervising Social Worker or Clinic Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Visits clients weekly at their homes to evaluate their progress;
Plans and carries out activities to help provide enrichment to children and to improve their social skills;
Counsels families regarding behavior modification systems and parenting skills;
Assesses clients in order to identify goals, strengths, and skill deficits;
Determines resources that will meet the needs identified in the assessment process;
Coordinates and integrates a written service plan and reviews the plan with clients and their families;
Facilitates service delivery; (i.e., makes appointments for clients with services provider; arranges for people to accompany clients and/or transports clients to appointments when necessary);
Assists families in implementing service plans;
Assists with in-patient hospitalizations;

Helps clients utilize non-mental health community resources;
Coordinates treatment plans with service provider;
Maintains case management records;
Provides services that prevent or resolve unnecessary use of emergency rooms and inpatient care by identifying causes of previous crises and hospitalization, and identifying resources that can provide support during a crisis;
Assists clients and families in learning to use fiscal resources (insures that clients are aware of entitlement [SSI, Food Stamps, scholarships, etc.]) and assists them, if necessary, to apply for and secure such benefits.

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

Good knowledge of the mental health service delivery system;
Good knowledge of community resources and interpersonal relations;
Ability to analyze and evaluate psychiatric reports and to make diagnostic assessments;
Ability to plan, organize, and control the delivery of services to be provided;
Ability to establish, maintain, and terminate a therapeutic relationship with clients;
Ability to follow oral and written instructions;
Ability to work effectively within a clinical team setting;
Ability to organize work efficiently and effectively with a wide range of clients, community agencies and others;
Ability to communicate effectively both orally and in writing;
Resourceful;
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 psychology, social work, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology, or speech and hearing; **and** three years full time postgraduate experience in a mental health, medical, social, educational and other service system working with children.

SPECIAL REQUIREMENT:

Possession of a valid New York State driver's license.

SCOPE OF EXAMINATION:

Use of calculators is ALLOWED

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

1. Care and treatment of emotionally disturbed children

These questions test for knowledge of the supervision, guidance, and modification of behavior of emotionally disturbed children. Questions may cover such topics as collecting assessment data through observation, techniques of managing and interacting with emotionally disturbed children, and implementing rehabilitation treatment plans for such children.

2. Child and adolescent development

These questions test for knowledge of the principles, practices, and problems of child and adolescent growth and development. Questions may cover such topics as concepts and principles of development; normal and abnormal patterns of behavior; dynamics of relationship formation; causes of problem behaviors; and the effects of peers, family, personality, and sociological influences on development and behavior.

3. 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.

4. 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.

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: January 5, 2012

SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

Application: An original application must be filed for each separate examination. Applications must be received by 5 p.m. or be postmarked before midnight 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 of 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.