



COUNTY OF ERIE - DEPARTMENT OF PERSONNEL
invites applications for the position of:

Child Protective Worker /Trainee #31-232 PROMOTIONAL

SALARY: \$30,586.00 - \$39,291.00 Annually

OPENING DATE: 07/09/14

CLOSING DATE: 08/13/14

DESCRIPTION:

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES. The eligible list resulting from this examination will be used to fill future vacancies within the Erie County Department of Social Services. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

EXAMPLES OF DUTIES:

A *Child Protective Worker/Trainee* receives on-the-job training by participating under direct supervision in:

Making field visits at direction of Intake Supervisor to gather preliminary information in cases which seem inappropriate for Child Protective Services Investigation;

Organizing and reporting information from field visit for Supervisor's determination of further investigation and investigating reported cases of child abuse and neglect, for approval by supervisor;

Investigation of reports of child abuse/neglect within twenty-four hours, including: contacting relatives, neighbors, collateral service agencies, home visits, and/or interviewing the child, parents and others;

Assessing needs for protection and safety of affected child; assists with emergency actions to protect safety of child, and arranges for alternative placement and medical examination/treatment and transport child to placement/hospital, for immediate review by Team Leader;

Formulating goal-oriented treatment plan, including objectives to be met, services to be provided, involvement of family and other individuals and agencies, and plan for reviewing treatment progress;

Providing case management under the direction of higher level staff;

Providing concrete services and supportive counseling to child and family to assist in resolving economic and social problems affecting the safety and development of the child;

Initiating court interventions and participating in the Family Court process under the direction of higher level staff;

Referring and linking families to other appropriate service agencies, such as mental health counseling, health and foster care;

Receiving local and out-of-area classroom training to develop job-related knowledge and skills;

Maintaining all required service and administrative records, forms, documents and correspondence for assigned cases, for approval by Team Leader;

Providing community education about child abuse and neglect.

Note: The term of training is one year, during which time the incumbent is required to satisfactorily complete the training program of the Erie County Department of Social Services that will enable them to be promoted without further examination to the position of Child Protective Worker. Relevant experience or possession of a Master's Degree in Social Work, may be substituted for all or part of the training term.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test in the position of Job Group I, II, III, IV, V or VI or VII* plus graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's degree and the following:

SPECIAL REQUIREMENTS:

1. Eligibility for a New York State driver's license at the time of application. Possession of the license and use of a private automobile required at time of appointment and throughout period of employment; and
2. Section 424-a of the Social Services Law requires the local social services district to inquire whether the applicant is the subject of an indicated child abuse or maltreatment report on file with the State Central register of Child Abuse and Maltreatment; and
3. All potential employees for this position will be requested to sign the necessary clearance form prior to being advised that they will be hired. Refusal to sign will be cause for an automatic non-selection.

Notice to Candidates:

Transcripts will now be accepted by the Department of Personnel ONLY at time of application.
All subsequent transcripts must be submitted at time of interview.

NOTES: 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements. 2. 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. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States 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. 3. *Eligibility for this promotional examination has been extended to employees in Job Group VII because appointment from this list will result in promotion to Job Group VIII without further examination. We have not altered our longstanding policy of prohibiting participation in promotion examinations on a lateral basis.

SUPPLEMENTAL INFORMATION:

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

EXAMINATION DATE SEPTEMBER 13, 2014	APPLICATIONS MUST BE POSTMARKED BY AUGUST 13, 2014
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SUBJECTS OF EXAMINATION: The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **ESTABLISHING & MAINTAINING EFFECTIVE HELPING RELATIONSHIPS IN A SOCIAL CASEWORK SETTING** – These questions test for an understanding of the factors contributing to the development and maintenance of positive and productive client-worker relationships. You will be provided with descriptions of specific client-worker interactions and asked to select the appropriate responses. The questions cover such topics as confidentiality, time management, professional ethics and referral techniques.
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.

The New York State Department of Civil Service is making a copy of A Guide to the Written Test for the Caseworker Series available on its web site at www.cs.state.ny.us/testing/localtestguides.cfm. In addition, a copy of this test guide can also be obtained at our local civil service office. You may obtain a copy by sending a stamped, self-addressed envelope (size required to accommodate the guide – manila 10" x 13") to the Erie County Personnel Department, 95 Franklin Street, Buffalo, NY 14202 or by picking one up in person at Room 604.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered 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.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE

(See Below)

(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

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. 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.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date, so they can make arrangements for taking all tests at one test site. ****For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.**** The Cross-Filer Form is found online at: www2.erie.gov/employment/index.php?q=applications or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely

application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE –
READ CAREFULLY****

A \$15 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. 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.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.