



AMENDMENT TO ANNOUNCEMENT

Senior Caseworker
PROMOTIONAL Exam NO. 75-921

This announcement is hereby amended.

ADD

QUALIFYING EXPERIENCE FOR TAKING THE 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 24 months immediately preceding the date of the written test in a position as a Caseworker or Caseworker (Spanish Speaking); or **24 months immediately preceding the date of the written test in a position as Case Manager-Senior Services.**

In all other respects the announcement is unchanged.

ISSUED: March 20, 2015



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

Senior Caseworker

#75-921 PROMOTIONAL

SALARY: \$36,712.00 - \$48,252.00 Annually

OPENING DATE: 03/19/15

CLOSING DATE: 04/15/15

DESCRIPTION:

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES. At present there are two anticipated vacancies in the Erie County Department of Social Services. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

EXAMPLES OF DUTIES:

- A *Senior Caseworker* investigates the need for assistance a care at public expense, and rendering case work services, including the granting of public aid, to families and individuals in need of services;
- Interviews applicants for assistance or child welfare;
- Reviews existing case records for available information to use in formulating a plan of treatment;
- Makes investigations by visiting applicants to determine eligibility and need for aid, and to verify information on applications;
- Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other social service agencies;
- Makes contacts with banks, insurance companies and other sources of information regarding assets of applicants for, or recipients of, public assistance;
- Assesses safety and risk of all children on their caseload;
- Plans the use of available resources;
- Obtains settlement verification in cases having settlement outside their place of residence, also makes determination of settlement and plans for return to place of settlement;
- Makes referrals to other agencies when indicated;
- Formulates and carries out plans for assistance and/or service;
- Interviews clients in the office to discuss problems;
- Dictates case records;
- Writes letters and reports as required;
- Reviews cases to determine changes in client situation affecting eligibility and need for service;
- Makes assignments of work for caseworkers;
- Aids individual caseworkers in formulating service and work organization plans;
- Acts as consultant on child welfare problems to public assistance staff and Family Court;
- Holds individual and group conferences and reviews case records;

Specializes in child welfare services or specific areas;
Provides mentoring to casework staff;
Assists in training of casework staff;
Assists in supervision of casework staff;
May be required to deal with Spanish speaking clients/cases if originally appointed from the Caseworker (Spanish Speaking list);
May review cases for falsification and investigates to determine if there is overpayment of funds;
May conduct field investigations as required;
May assist in establishing accounts and arrangement of repayment schedules.

QUALIFICATIONS:

QUALIFYING EXPERIENCE FOR TAKING THE 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 24 months immediately preceding the date of the written test in a position as a Caseworker or Caseworker (Spanish Speaking).

SPECIAL REQUIREMENTS:

- A. 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.
- B. 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. 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.

Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

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
May 16, 2015

APPLICATIONS MUST BE
POSTMARKED BY
April 15, 2015

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

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

- 1. CASE HISTORIES IN SOCIAL SERVICES CASEWORK PROGRAMS: These questions test for knowledge and ability to provide appropriate and effective case services to clients who use various Social Services programs. Questions may cover such topics as establishing rapport with clients; assessing client problems; developing and implementing plans that effectively address those problems; providing ongoing support to clients; appropriate utilization of Social Services and other social and community programs; evaluation of client progress; and case closure.

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.
4. **PRINCIPLES AND PRACTICES OF SOCIAL CASEWORK:** These questions test for knowledge of the principles and practices used in social casework. Questions may cover such topics as symptoms and treatments associated with various mental, social, and physical illnesses and disabilities; client rights and confidentiality; referral techniques; maintaining client records; establishing and maintaining relationships with clients, families, co-workers, referral agencies, and the general public; 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.

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.

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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 \$20 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.