TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity





PROMOTIONAL

Tompkins County Personnel Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

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TITLE: Senior Caseworker (Promotional)

EXAM NO: 73772

SALARY: $27.03/hour - 2014 Hire Rate

EXAM DATE: 06/07/14

ISSUE DATE: 04/17/14

THE FINAL DATE TO FILE APPLICATIONS: 05/02/14

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 06/08/14

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six contiguous counties for at least one month immediately preceding the date of application and maintain residency throughout the life of the eligible list. The eligible list will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND HELD CALCULATOR IS ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITION/VACANCIES:

There are currently three vacancies in the title of Senior Caseworker. The eligible list resulting from this examination will be used to fill this vacancy and any other appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list. An open competitive exam is being held as a backup to the promotion exam. Preference in appointment may be given to eligible promotional candidates.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

This interdepartmental promotion examination will be limited to employees within the Tompkins County Departments of Social Service and Mental Health who currently hold, and have continuously held at least twelve (12) months of permanent competitive class status in the title of Caseworker.

COMPLETE SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:

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.

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.

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.

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.

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.

SENIORITY: One point will be added to each passing score for every five years of permanent classified service according to the following schedule:

Less than one year. . . . . 0 points

1 year up to 6 years. . . . . 1 point

6 years up to 11 years. . . . . 2 points

11 years up to 16 years . . . . . 3 points

etc. . .

Complete Scope of the examination and Expanded subtest descriptions:

Case Histories in Social Services Casework Programs:

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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

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etc. . .

FURTHER INFORMATION AND INSTRUCTIONS

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

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Personnel at 274-5526. If an application is disapproved, due 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.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.
The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

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

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Personnel Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Personnel Department (607) 274-5526. The Cross File form is located at http://www.tompkins-co.org/personnel/CivilSrvForms/index.html

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. 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 DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties 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 firefighter or police officer killed in the line of duties 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.â

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850