

TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



PROMOTIONAL

Tompkins County Department of Human Resources 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

TITLE: Case Supervisor (Promotional)

EXAM NO: 76607

SALARY: \$31.78 per hour - 2017 Hire Rate

EXAM DATE: 05/13/17

ISSUE DATE: 03/21/17

THE FINAL DATE TO FILE APPLICATIONS: 04/05/17

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 05/13/17

RESIDENCY: : Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination 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 Case Supervisor located at the Tompkins County Department of Social Services. The eligible list resulting from this departmental promotion examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that occur during the life of the eligible list.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

This departmental promotion examination is limited to employees of the Tompkins County Department of Social Services who currently hold, and have continuously held, at least one year of full-time or equivalent part-time permanent and/or contingent permanent competitive class status in the title of Senior Caseworker.

SPECIAL REQUIREMENTS:

Appointees will be required to possess a valid New York State Driver's License to operate a motor vehicle or otherwise demonstrate the ability to meet the transportation needs of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position involving responsibility for assisting the Director of Services in planning and directly supervising the work of the case work staff in one of the services units at the Department of Social services. The work is performed under the general supervision of the Director of Services with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over Senior Caseworkers, Caseworkers and other subordinate staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists in the formulation of Case Work or Group Work policies and procedures;
- Interprets, implements monitors and provides training to staff in compliance with Federal, State and local casework policies and programs related to the provisions of services;
- Supervises Case Work Staff in administering the Social Services Program and in rendering Social Services to promote the welfare of the client;
- Discuss cases with Caseworkers and provides necessary consultation including, but not limited to, assistance in case planning, decision making, resource utilization, time management and prioritizing case activities;
- Recommends Social Services policy and procedures;
- Maintains cooperative relationships with the family courts and other welfare agencies in the community;
- Establishes control for determining staff performance and conducts all required employee evaluations;
- Monitors staff compliance with state and local personnel policies and procedures;
- Assists staff in gaining competency with Social Service department automated system requirements and reports and monitors performance for completion and accuracy in this area;
- Regularly and routinely reviews case records for compliance with regulations and evidence of good casework practice;
- Maintains necessary records and prepares reports on Social Work activities;
- Interprets the Social Services program to the Community through contacts with citizen and other groups;
- Works as liaison on group or team assignments such as PINS;
- In an emergency, authorizes services and works as a back up for absent Caseworkers.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of modern principles and practices of social casework and case management;
- Thorough knowledge of Federal, State and local Social Service laws and programs;
- Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group work to the duties of the position;
- Working knowledge of automated systems as they relate to the work of the department;
- Ability to plan and direct the work of others;
- Ability to establish and maintain successful relationships with people;
- Ability to interpret the work of the agency;
- Ability to operate a computer terminal;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation.

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Complete Scope of the examination and Expanded subtest descriptions:

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.

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

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. . .	

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 Department of Human Resources 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 Department of Human Resources 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 Department of Human Resources 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.

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