TOMPKINS COUNTY CIVIL SERVICE
VACANCY
Inclusion Through Diversity





OPEN TO THE PUBLIC

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

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TITLE: Case Aide

SALARY: $19.70/hr Hire Rate; $21.38/hr Working Rate

TYPE OF EMPLOYMENT: Full-time, 35 hours per week

ISSUE DATE: 10/10/19

THE FINAL DATE TO FILE APPLICATIONS: 10/24/19

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/25/19

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.

This new position will be assigned to Social Services' combined Adult Protective Services/Long Term Care unit. The initial appointment status will be Provisional, pending the results of a civil service exam.

MINIMUM QUALIFICATIONS: No later than the final filing date announced, the applicant must demonstrate -

(a) Possession of a high school diploma or equivalency diploma and two years of full-time paid (or the equivalent part-time and/or volunteer) experience involving substantial face-to-face public contact; **OR**

(b) Three years of full-time paid (or the equivalent part-time and/or volunteer) experience involving substantial face-to-face public contact; **OR**

(c) Any equivalent combination of training and experience.

NOTE: All appointees to positions in this title at the Department of Social Services will be required to provide full and complete information concerning their current household composition and an extensive residential address history for the purpose of conducting a mandatory check against the Statewide Central Register database of indicated child abuse or maltreatment.

SPECIAL REQUIREMENTS:

The successful candidate will be required to possess a valid New York State Driver's License at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for a variety of nonprofessional functions in the Department of Social Services or Mental Health in support of staff in the implementation of programs and the delivery of service to clients. An incumbent provides basic outreach services such as home visits, assisting clients in obtaining personal needs such as housing and employment, providing transportation and assisting in completing necessary forms. Duties also include performance of clerical and related office tasks. The work is performed under direct supervision. Supervision over the work of others is not a function of employees in this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Provides information to individuals or groups concerning services offered by the Department, as well as other public and private agencies;
Assists clients in completing necessary forms and in obtaining eligibility information, e.g., proof of births, deaths and marriages;
Makes home visits to follow up on broken appointments or gather routine information;
Assists clients in areas of housing, employment, school attendance, recreation, money management child care, transportation and escort;
Transports children and adults to and from counseling appointments, transports foster children for visits with parents and supervises visits;
Assists in communication between agency, client and the community;
Assists individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions;
Maintains tracking system(s) and schedules various routine activities, such as annual physicals for foster parents and service plan reviews;
Answer telephones and takes written messages;
Does occasional clerical work such as filing, assembling material or compiling data;
Reviews cases with Caseworkers and supervisors to ensure that clients are receiving appropriate services;
Reads and reviews computer forms and completes input documents for various systems; i.e. WMS, CCRS, SCRR;
Performs computer inquiries to retrieve client information;
Completes routine paperwork to open cases for services;
Adds and deletes payment lines on Services Authorizations.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of community resources and organizations;
Working knowledge of federal and state social service laws;
Working knowledge of state and local social service programs;
Ability to establish and maintain cooperative and courteous relationships with clients, agency staff and the general public; ability to interpret department programs;
Ability to interpret department programs, goals and eligibility requirements to others;
Ability to understand and carry out oral and written instructions;
Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to prepare brief accurate reports.
The employee’s physical condition shall be commensurate with the demands of the position.

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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.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