

**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 Grade A - Promotional

EXAM NO: 70028290

SALARY: \$47.31/hr - Hire Rate, \$49.80/hr - Work Rate (2026 Rates)

LOCATION: Tompkins County Department of Social Services

TYPE OF EMPLOYMENT: Full Time

EXAM DATE: 06/13/26

ISSUE DATE: 04/06/26

THE FINAL DATE TO FILE APPLICATIONS: 05/06/26

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 06/14/26

RESIDENCY: There is no residency restriction imposed upon candidates for promotional opportunities.

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

LOCATION OF POSITIONS/VACANCIES:

There are currently multiple opportunities in the title of Case Supervisor - Grade A located in the Tompkins County Department of Social Services, however, the eligible list resulting from this departmental promotion examination may be used to fill any full-time, part-time and/or temporary vacancies that may occur in the title in the Department of Social Services during the life of the eligible list.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Department of Social Services. Applicants must currently hold and have continuously held at least four (4) years of competitive class status as a Case Supervisor.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

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.

ADDITIONAL REQUIREMENT:

Candidates must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position involving responsibility for planning and supervising the work of the services staff in the Department of Social Services, which includes coordinating and supervising the work of several units or sections of the agency. The Case Supervisor Grade A recommends casework and group work policies and procedures for the agency and is responsible for social service standards in accordance with agency policy. The Case Supervisor Grade A is responsible for day to day operations of services and compliance with federal, state, and local requirements which may include child protective services, foster care, preventive and adoption services. This work will involve supervising cases where child safety decisions are being made on a daily basis. As such, it is important that candidates for this position have experience supervising child protective services. The work is performed under the general direction of the Director and involves direct supervision over the work of Case Supervisors Grade B and other subordinate staff as required. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Routinely supervises cases where child safety decisions are made;
- Establishes casework methods and determines standards and practices;
- Supervises social services staff in administering and rendering services;
- Interprets Federal, State and local policies and programs;
- Maintains cooperative relationships with other units and sections of the agency, through administrative channels;
- Evaluates staff performance including staff performance and program performance in meeting federal, state, and local requirements including child protective, foster care, preventive, and adoption;
- Participates in social work research projects;
- Establishes and maintains necessary working relationships with various social work and community agencies;
- Maintains cooperative relationships with Family Courts and other child welfare agencies;
- Prepares or directs the preparation of reports;
- Interprets agency programs to the community through contacts with citizens and other groups;
- Responsible for development and implementation of both State and local plans for service delivery and determination of service need;
- Monitoring performance of contracted providers;
- Identifies staff training needs;
- Conduct training sessions.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of modern principles and practices of social casework and group work;
- Comprehensive 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; case recording;
- Ability to plan and direct the work of others;
- Ability to prepare clear and accurate records and reports;
- Ability to establish and maintain good relationships with others;
- Ability to interpret the work of the agency;
- 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 accommodations.

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Complete Scope of the examination and Expanded Subtest Descriptions:

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.

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.

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.

Administrative supervision

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

Test Guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:<https://www.cs.ny.gov/testing/testguides.cfm>.

SENIORITY: One (1) point will be added to each passing score for every five (5) years of permanent classified service according to the following schedule:

- 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 up to 26 years. 5 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