



Department of Human Resources & Civil Service

Promotional Exam Announcement

Please Post Conspicuously

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County Executive

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Director

Monroe County Department of Human Services

P-76577 Senior Caseworker

- Application Fee: **None**
- Examination Date: **June 1, 2019**
- Application Deadline: **April 2, 2019** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date
- Who May Apply: **Qualified employees of the Monroe County Department of Human Services**
- Salary: **FSW Salary Group 56**
- Employment Opportunities: The **Monroe County Department of Human Services** has **six (6)** positions currently held by provisionally appointed employees, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.
- The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.**

Minimum Qualifications:

Candidates must be permanently employed in the competitive class in the **Monroe County Department of Human Services** and must have served continuously on a permanent basis for **thirty-six (36) months** holding the position of **Caseworker** immediately preceding the date of the written test.

Any person, otherwise meeting the requirements for an examination, who was laid off from an 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 the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

Description of Duties:

This is a senior level position in the department of Human and Health Services responsible for supervising a technical and clerical staff of a service team or may involve complex client management activities related to social case work services such as protective services, foster care, adoption, day care and preventive services. This level differs from the lower, Caseworker, in its responsibility for team supervision, specialized pre-assessment duties and quality control activities in the form of reviewing for compliance and "signing off" on client management plans. Work includes interviewing clients, monitoring client progress and amending client plans as necessary. Work is performed and client recommendations are made, within defined guidelines with leeway allowed for interpretation and application. The work may involve consultation with Program Specialists. The employee reports directly to and works under the general supervision of a higher-level staff member. General supervision is exercised over a technical and clerical staff of a service team.

Scope of Examination:

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

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

210 County Office Building, 39 West Main Street, Rochester, NY 14614-1471

PHONE: (585) 753-1700 TTY: (585) 753-1091 WEB SITE: <http://www.monroecounty.gov>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.

An Equal Opportunity Employer

1. 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.

2. 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.

3. Principles and practices of social casework

These questions test for knowledge of the principles and practices used to provide casework services to individuals and/or families of all ages, backgrounds, and circumstances. Questions will test for application of this knowledge in various settings and will include such topics as assessment, monitoring and evaluating services, counseling, referrals, and advocacy.

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.

Calculators and Reference Materials:

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

----- **BASIC CIVIL SERVICE INFORMATION** -----

Applications:

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Seniority:

Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with 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

**Senior Caseworker, P-76577
(Monroe County Department of Human Services)**

Seniority points will be calculated at the time of examination.

Certifications and Appointments:

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence.

Veteran's Credits:

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

Active Military Members:

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

Special Arrangements for Examination:

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in **different** exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the **same** exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

Admission to Examination:

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: March 13, 2019