



Department of Human Resources & Civil Service

Continuous Recruitment Exam Announcement

Please Post Conspicuously
REISSUE

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CWB Caseworker - Bilingual

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|---------------------------|--|
| Application Fee: | \$15.00 |
| Examination Date: | Examination held quarterly – See schedule on page 2 |
| Application Deadline: | Applications accepted continuously |
| Who May Apply: | Qualified Applicants |
| Salary: | \$38,384 - \$48,680 annually (Monroe County - 2019) |
| Employment Opportunities: | 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 meet the following minimum requirements on or before the date of application:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree.

*****ANTICIPATED ELIGIBILITY*****

If you expect to complete the educational requirement within three months of the date of examination, you may apply. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the required degree to this office. You must list your expected graduation date on the examination application.

Special Requirements:

If you are appointed, you will be required to possess a valid New York State license to operate a motor vehicle or otherwise demonstrate your capacity to meet the transportation needs of the position.

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

Statement Pertaining to Caseworker Examinations:

Candidates who file for Caseworker examinations with more than one civil service agency will be required to use the score received in this examination subject to the following terms and conditions:

- 1) A candidate is permitted to take a Caseworker examination prepared by NYS Department of Civil Service only **once** during each of the following defined periods:
 - January 1 – June 30
 - July 1 – December 31
- 2) A candidate who applies and is approved for more than one Caseworker examination during the same six-month period (January 1-June 30 or July 1-December 31) is required to use the score resulting from a single test administration for all examinations held during the same six-month period.
- 3) The candidate must inform the civil service agency if he/she has previously taken a Caseworker examination in any other civil service agency and provide the location and date the examination was taken.
- 4) A candidate must pay application fees for each examination requiring such fees.

- 5) A candidate's placement on resultant eligible list(s) and duration of eligibility for appointment will be determined by the civil service agency conducting the examination(s).

*****IMPORTANT CANDIDATE NOTICE*****

Candidates who have taken a Caseworker examination within the last six months should submit a statement with the application clearly indicating where and when the examination was taken.

Examination Dates:

| Application Cutoff Date | Exam Date |
|--------------------------------|-------------------|
| August 14, 2019 | September 7, 2019 |
| October 31, 2019 | December 7, 2019 |

*Dates are subject to change at the discretion of the Monroe County Civil Service Commission.

Residency Requirement:

There is no residency requirement to participate in the examination.

Candidates must be residents of Monroe County within 90 days following appointment.

Fees:

A \$15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write the LAST FOUR DIGITS of your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a \$15.00 charge for returned checks. We do not accept cash.

Exception to Fee Requirement:

A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete a request for application fee waiver and certification request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

Description of Duties:

This position, located in the Department of Human Services, is responsible for performing client management activities related to social case work services such as protective services, foster care, adoption, day care and preventive services. Duties involve assisting clients with economic, emotional, social and environmental difficulties by developing service plans and making referrals to address social problems identified throughout the course of a case. Duties also involve conducting home visits to investigate reports of abuse and/or neglect of children or adults, assessing the safety of the environment, and providing necessary interventions such as removal and placement out of the home, or Family Court, when warranted. Duties are performed within well-defined laws and guidelines and under stressful conditions and can include de-escalating volatile situations. Travelling is a large part of the duties including visiting clients in jail as well as other locations in the community, and transporting clients in a motor vehicle. This level differs from the higher Senior Caseworker by virtue of having more contact with clients and the lack of managing a casework team. Work includes interviewing Spanish- and English-speaking clients. The employee reports directly to, and works under the general supervision of a Casework

Supervisor, Senior Caseworker or other higher-level staff member. General supervision may be exercised over support staff.

Scope of Examination:

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

1. Establishing and maintaining effective helping relationships in a social casework setting

These questions test for an understanding of the factors contributing to the development and maintenance of positive and productive client-worker relationships. You will be provided with descriptions of specific client-worker interactions and asked to select the appropriate responses. The questions cover such topics as confidentiality, time management, professional ethics, and referral techniques.

2. Interviewing

These questions test for an understanding of the principles and techniques of interviewing and their application to specific client-worker situations. You will be provided with a series of concrete interviewing situations for which you will be required to select an appropriate course of action based on an analysis of the situation, the application of the information provided and the ramifications of various interviewing principles and strategies. You will also be asked questions about the interviewing process and various interviewing techniques.

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 and then asked to choose from four suggestions the best order for the sentences.

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.

A **“Guide to Taking the Written Test for the Caseworker Series”** is available in the Monroe County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614. The guide is also available on the Monroe County Web Site listed at the bottom of this page. This guide contains sample test questions similar to the questions that will be used in this written test. If you would like one mailed to your home address, please send a self-addressed stamped envelope to the above address.

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.

Monroe County reserves the right to discontinue this continuous recruitment program and re-establish a period announced date type of 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.

Note:

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Eligible List:

Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates' scores from the different testing dates will be interfiled. The names of the successful candidates will remain on the eligible list for one (1) year to fill present and future vacancies.

Appeals Process:

No review or appeal is allowed. The questions and answers have been subjected to careful analysis. The exemption of these questions from any candidate review or appeal permits more prompt establishment of lists and earlier appointments.

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. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

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.

Special Requirement for Appointment in School Districts and BOCES:

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.

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.

Children of Firefighters and Police Officers Killed in the Line of Duty:

In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty 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 a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

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.

Caseworker - Bilingual (CWB)

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:

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: May 1, 2019

Reissue Date: July 8, 2019