

# ORLEANS COUNTY CIVIL SERVICE

## CASEWORKER

John C. Welch, Jr.  
Personnel Officer

#CR-45

## CONTINUOUS RECRUITMENT EXAMINATION FOR CASEWORKER

**APPLICATIONS ARE NOW BEING ACCEPTED CONTINUOUSLY AND EXAMINATIONS WILL BE HELD AS NEEDED.**

**VACANCIES:** This examination is being held to establish an eligible list to fill future vacancies as they occur in Orleans County. An eligible may receive only one permanent appointment from the list.

**SALARIES:** As per CSEA contract.

**RESIDENCE:** Candidates must have been legal residents of Orleans County for at least one (1) month immediately preceding the date of the written test for a position in Orleans County.

**MINIMUM QUALIFICATIONS:** Candidates must meet one of the following minimum requirements.

(A) Possession of a Bachelor's Degree from a regionally accredited college or university or a New York State registered four-year college or university; **OR**

(B) Be certified as a Registered Nurse with one year of experience in that profession.

**NOTE:** It is vital that you submit with your application, all information necessary to show your qualifications for examination. If your qualifications include a degree, please include an original transcript(s) with your application.

**DUTIES:** Under supervision, the Caseworker provides social work services for individuals and/or their families including children to assist them with their economic, emotional, social and environmental difficulties. Work shall be performed under the close supervision of a supervising caseworker, with in-service training provided through the agency's staff development program. The caseworker in consultation with the supervising worker, formulates and carries out plans to meet the individual problems of the cases assigned. Does related work as required.

**SPECIAL REQUIREMENT:** Possession of a valid NYS Driver's license.

**SUBJECT OF EXAMINATION:** Written test designed to test for 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.

**USE OF CALCULATORS:** Candidates are permitted to use quiet, hand-held, 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.

Application forms may be obtained at the Orleans County Civil Service Office, Monday through Friday from 9AM to 5 PM or by sending a stamped, self-addressed legal size envelope to Orleans County Civil Service, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-2793 or 589-3184. The applicant should make sure **EVERY** question on the application is answered, and that the application is complete in all respects. All statements made by candidates in their application are subject to verification. This department does not acknowledge receipt of applications. Candidates will be notified of the disposition of their applications. A separate application must be submitted for each separately numbered examination for which a candidate wishes to apply.

### **GENERAL INSTRUCTIONS**

1. Each candidate must execute an application form and file it with the Orleans County Civil Service Office, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Applications should be filed as soon as possible after the announcement of the examination. In writing for the application form and information, SPECIFY BY ANNOUNCEMENT NUMBER AND TITLE the position for which you wish to apply. Before filing your application, BE SURE EVERY QUESTION IS ANSWERED. An incomplete application may be disapproved.

2. The posted qualifications are the sole basis for separating qualified from unqualified candidates. You must show that you are qualified.

3. Accepted candidates will be notified when and where to appear for examination. None will be admitted to the examination without official admittance card. If an applicant is rejected, due notice will be sent. The Civil Service Office does not make formal acknowledgment of the receipt of an application.

4. Unless otherwise stated, all candidates are required to be legal residents of Orleans County for one (1) month immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction.

5. For purpose of claiming veteran's credits on a Civil Service Examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

World War II - Dec. 7, 1941 - Dec. 31, 1946

Lebanon - June 1, 1983 - Dec. 1, 1987

Korean Conflict - June 27, 1950 - Jan. 31, 1955

Grenada - Oct. 23, 1983 - Nov. 21, 1983

Viet Nam Conflict - Feb. 28, 1961 - May 7, 1975

Panama - Dec. 20, 1989 - Jan. 31, 1990

Persian Gulf Conflict - August 2, 1990 - the date upon which such hostilities end.

Credit for Lebanon, Grenada and Panama will be limited to those who received the armed forces expeditionary, the navy expeditionary medal, or the marine corps expeditionary medal.

**Veterans or Disabled Veterans** who are eligible for additional credit must submit an application for veterans' credits with their application for examination or at any time between the dates of the application for examination and the date of the establishment of the resulting eligible list. Applications for veterans' credit are available from this office.

6. **Verification of Qualification:** Candidates may be investigated or called for an interview to determine whether they are qualified for appointment.

7. If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 474-6470 no later than two weeks before the test date.

If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

### **ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!**

**EXAM FEE:** A fee of \$10.00 is required for each separate examination for which you apply. A \$10.00 check, money order or cash must accompany the application for examination. The check is to be made payable to Orleans County Civil Service. Write the examination title, number and your social security check on your check or money order. **REFUNDS OF FEES WILL NOT BE ISSUED TO APPLICANTS WHO ARE DISQUALIFIED FOR NOT MEETING THE MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION OR WHO DO NOT APPEAR FOR TESTING ON THE SCHEDULED TEST DATE.**

Therefore, 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.

**APPLICATION FEE WAIVER:** 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. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.**

**The “Request for Application Fee Waiver and Certification” may be obtained at the Orleans County Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-3184 or 589-2793.**

This examination will be 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.

**Religious Accommodation** – Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under “Religious Accommodation”. We will make arrangements for you to take the test on a different date (usually the following business day).

**Disabled Candidates** – If special arrangements for testing are required, indicate this on your application form.

**Military Members** - Candidates who are called to military service after filing an application should send requests for an alternate test date to Orleans County as soon as possible before the test date.

Successful candidates will have their names placed on the eligible list in order of their final score of the written test, regardless of the date on which they take the test. A candidate’s eligibility for appointment begins on the date when the name is added to this eligible list and will remain in effect for one year.

The Orleans County Civil Service Personnel Officer reserves the right to terminate this continuous recruitment program and re-establish the periodic type of examination.

It is the responsibility of the candidate to notify the Orleans County Civil Service of any change in name or address. No attempt will be made to locate candidates who have moved.

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 the NYS Department of Civil Service only **once** during each of the following defined periods:
  - **January – 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 provided the location and date the examination was taken.
- 4) A candidate must pay application fees for each examination required 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 during January 1 – June 30 or July 1 – December 31 of this year should submit a statement with the application clearly indicating where and when the examination was taken.**

Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in this office no later than 3 days preceding the examination date.

If an emergency prevents you from appearing for the examination, please notify this office no later than 3:00 PM on the Monday following the test date (Tuesday if Monday is a holiday) providing verifiable documentation of the reason. A determination will be made if you will be scheduled for an alternate test date.

John C. Welch, Jr.  
PERSONNEL OFFICER

ISSUED: 10/30/2006

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