
NON-REFUNDABLE \$10.00 APPLICATION FEE REQUIRED

(Check or money order only-NO CASH)

RE-ISSUED

WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION

announces

PROMOTIONAL EXAMINATION

For

CASE SUPERVISOR GRADE B

STATE NO. 76737

APPLICATIONS ACCEPTED TO: April 6, 2017

LOCAL NO. 2072

EXAMINATION WILL BE HELD: May 13, 2017

LOCATION/VACANCIES: This examination is being held to establish an eligible list to be used as vacancies occur in the Warren County Department of Social Services. Currently there is one vacancy.

SALARY: \$45,661

DUTIES: (illustrative only)

Supervises Caseworkers, Senior Caseworkers, Social Welfare Examiners and Senior Social Welfare Examiners administering various social services programs by assigning work, establishing policies and reviewing practices of caseworkers and welfare examiners as they relate to State and Federal laws and mandates and agency policy;

Discusses difficult cases with staff and provides necessary consultation, recommending appropriate courses of action and procedures;

Reviews case records to assure compliance with State and Federal laws and mandates and agency policy;

Provides guidance to caseworkers preparing cases for Family Court by reviewing cases with both staff and the County Attorney;

Provides training and conducts performance evaluations for Caseworkers, Senior Caseworkers, Welfare Examiners and Senior Social Welfare Examiners on a regular basis;

Formulates casework policies and procedures for the purposes of standardizing the division operation;

Interprets State, Federal and local policies and programs for staff under supervision;

Maintains cooperative relationships with Family Court, schools and various community service agencies;

Ensures that information for computer systems containing WMS, CCRS and child protective services on-line is accurate;

Participates in training and facilitates meetings and task forces focused on the work of the agency;

Interprets the Social Services program to the community by providing training to community services agencies, schools and other agencies throughout the county;

Prepares reports for a higher-level administrator to be included in the division's quarterly and annual reports and for general administration and management of programs and services.

MINIMUM QUALIFICATIONS: (see general instructions and information)

Candidates must have held full-time permanent competitive status as a Senior Caseworker, in the Warren County Department of Social Services, for a period of 24 months immediately preceding the date of the exam.

SUBJECT OF EXAMINATION: Written test designed to test for knowledge, skills and/or abilities in such areas as:

1. Educating and interacting with the public

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

2. 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.

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. You must then choose, from four suggestions, the best order for the sentences.

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.

5. 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.

NOTE: 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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

NOTE: Unless otherwise notified, candidates are **ALLOWED** to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, Spell Checker, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are **PROHIBITED**. No books or reference material will be allowed into the examination site. Cell phones are **PROHIBITED**.

SENIORITY: Points will be added to a passing score as follows:

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

HOW TO APPLY: Applications and information may be obtained from the Warren County Department of Civil Service, or from the web site: www.warrencountyny.gov/civilservice We will only accept applications during the examination posting period. Time and place of the examination will be mailed, to candidates whose application has been approved, one week before examination date. You are responsible for completing **ALL** sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

APPLICATION FEE: An application processing fee as specified on this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER. DO NOT SEND CASH. YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER.** You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

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.**

Special Arrangements, Reasonable Accommodations and Active Military Members: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates with a disability who require reasonable accommodations to take the test must clearly indicate the need for special arrangements on their Application. Candidates who are called to military service after filing an Application should send requests for an alternate test date to our Office as soon as possible before the test date. Military Service Members who apply for an examination during the filing period but are on active military duty on the date the examination is scheduled may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date. You must submit with your application the type of special arrangements or reasonable accommodations requested accompanied by all supporting documentation.

NOTE: 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 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.

NOTE: Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and submit a copy of their Form DD-214 with the completed application for examination. This information may be submitted at any time between the date of application for examination and the date of the establishment of the eligible list. Applications and information for veterans credits may be obtained at the Warren County Department of Civil Service.

GENERAL INSTRUCTIONS AND INFORMATION

1. Positive identification will be required at the test site.
 2. Falsification of any part of the "Application for Employment" will result in disqualification.
 3. Applicants must answer every question on the application form and make sure that the application is complete in regard to meeting the minimum qualifications for this examination. There will be no refund of the application fee should your application be disapproved.
 4. Where a degree is required for minimum qualification, **DO NOT SEND TRANSCRIPT UNLESS REQUIRED ON THIS ANNOUNCEMENT.**
 5. Appointments from an eligible list must be made from the top three candidates willing to accept appointment. All eligible lists will be established for a maximum of four years or the establishment of a new list. It is probable that a number of titles will have an insufficient number of candidates and examinations for these titles will be held on a more regular basis with eligible lists being replaced within the four-year period. Candidates are advised to review our examination postings at our web site: www.warrencountyny.gov/civilservice Probable examination series, which would have more frequent examination, include but are not limited to: clerical, accounting, social services, and uniformed services. It is strongly recommended that all potential applicants continuously review postings on our web site. Candidates will NOT be notified should eligible lists expire within the four-year period.
 6. It is the responsibility of the candidate to notify the Warren County Department of Civil Service of any change in name and/or address. No attempt will be made to locate candidates who have moved.
 7. The passing grade for this examination is 70. Background checks may be required for appointment.
 8. The salary of this position is subject to change from time to time, or may be different in agencies serviced by the Warren County Department of Civil Service; vacancies may, therefore, be filled at a higher or lower salary than the one announced.
 9. **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.
 10. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo extensive investigation of criminal history and background, which will include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.
- NOTE:** If you have applied with any other local Civil Service agency for any other examination held on the same day, you must make arrangements with each agency to take all your examinations at one test site no later than two weeks before the test date. If you have applied for both State and Local examinations, you must make arrangements with this agency to take all your examinations at a State examination center no later than two weeks before the test date. If you have questions please contact Warren County Civil Service at (518) 761-6440.

This written test is being prepared and rated by the N.Y.S. Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Rules and Regulations dealing with the rating of examinations will apply to this exam.

RE-ISSUED: March 7th, 2017

**Patricia C. Nenninger
Personnel Officer
MUNICIPAL CENTER
1340 STATE ROUTE 9
LAKE GEORGE, NY 12845-9803**

WARREN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

View all examination announcements on line at: www.warrencountyny.gov/civilservice