Department of Human Resources & Civil Service

Open Competitive Exam Announcement
Please Post Conspicuously

Maggie Brooks
County Executive

Brayton M. Connard
Director

CW-0531-08 Caseworker

Application Fee:	**$15.00**
Examination Date:	**May 31, 2008**
Closing Date for Filing:	**April 23, 2008 –** Applications must be filed in our office or postmarked by this date
Salary:	**$34,759 - $45,608 annually (Monroe County)** **Varies with other Agencies**
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: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Social Work; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus one (1) year paid full time or its part time equivalent* experience in social casework with a public or private agency; OR,

(C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus two (2) years paid full time or its part time equivalent* responsible public contact experience in a social welfare or community oriented organization as an Examiner, Casework Aide, or Child Care Worker; OR,

(D) Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Anticipated Eligibility:
If you expect to complete the **educational** requirement by June 1, 2008, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Monroe county Civil Service Commission office. Proof must be submitted by June 16, 2008. Failure to do so will result in removal of your name from the eligible list.

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.

Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

***** part-time equivalent experience is as follows:
0-9 hours per week = no credit
10-19 hours per week = 1/4 (one-quarter) of full-time work
20-29 hours per week = 1/2 (one-half) of full-time work
30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

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

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 during January 1 – May 30 of this year should submit a statement with the application clearly indicating where and when the examination was taken.

Residency Requirement:
Applicants must be residents of Monroe County for at least four (4) months at the time of examination.

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 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:
An exception to the application fee will be made only for persons receiving Supplemental Security Income (SSI) payments or public assistance, or certified as Workforce Investment Act (WIA) eligible through a state or local social service agency, and for those who are unemployed and primarily responsible for the support of a household. 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 an application fee waiver 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 is the entry-level position in the Department of Human and Health Services responsible for 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 higher, Senior Caseworker in its responsibility for managing basic social case work client 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. 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 may be exercised over support staff.

Scope of Examination:
A multiple-choice written 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.

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.

A **"Guide to Taking the Written Test for the Caseworker Series"** is attached. It is also available in the Monroe County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614 and on the Monroe County web-site (www.monroecounty.gov). 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.

- 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 and must be postmarked or filed in the Monroe County Department of Human Resources by the closing date for filing for this examination.

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.

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 the Veteran's Administration. 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)] or if you have a disability that requires special accommodations for you to participate in an examination, 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 crossfiler 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.

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 24, 2008

New York State
Department of Civil Service

Committed to Innovation, Quality and Excellence

A Guide to the Written Test

for the

Caseworker Series

Eliot Spitzer
Governor

Nancy G. Groenwegen
Commissioner

INTRODUCTION

The New York State Department of Civil Service has developed this Guide to familiarize you with the Caseworker Series written tests. It provides a general description of the subject areas to be tested and the different types of questions you will likely see on any of the tests in this series. The Examination Announcement will specify the exact subject areas to be included on the specific test you will be taking.

The Caseworker Series has an overall time allowance of 3 hours. The test is divided into three subject areas and the questions are designed to evaluate the following abilities:

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 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 (CASEWORKER):** 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.

The remainder of this guide explains how you are tested in each of these subject areas. A **TEST TASK** is provided for each subject. This is an explanation of how a question is presented and how to correctly answer it. Be sure to read each one carefully.

You will also be given at least one **SAMPLE QUESTION** for each subject area. It will be of the type that you will see on the actual test. The **SOLUTION** and correct answer are provided after each question. You should study the question and its solution until you understand how it works.

SUBJECT AREA 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 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.

TEST TASK: You are given questions that describe specific client-worker situations. You must determine which of the responses and/or reactions supplied would be most appropriate. Note: You may be able to think of a better approach than any of the ones supplied, but you must limit yourself to the choices provided, and pick the best one of those.

SAMPLE QUESTION:

A client has been unemployed for two years. She has tried to hold a job but has failed each time. She has come to you for help in securing employment. From your initial meetings with her there are indications that she's not sincere about getting and keeping a job. Which one of the following is the best way to handle this situation?

A. Discuss job possibilities and direct the client to the appropriate employment agencies.
B. Suggest to the client that a probable reason for her past failure is that she really doesn't want to work.
C. Ask her opinion on why she has been unable to keep a job.
D. Ask her to explain why she thinks she needs a job.

The best answer is C.

SOLUTION: *To answer this question, you must examine each of the choices.*

Choice A ignores the client's problem. She has been unable to hold a job, and merely discussing job possibilities and referring her to employment agencies without addressing this problem is unlikely to help her obtain and keep a job.

Choice B is negative and confrontational. The client may become defensive and hostile. She may not recognize the fact that her behavior causes a problem. This will not help to engage her in a constructive dialogue to help find a solution.

Choice D deals with "why she thinks she needs a job." This does not address the point of the interview- the client's inabiity to hold a job.

Choice C is the best option among the choices given. The client is asked for her opinions about why she has been unable to hold a job, rather than being told a probable reason as in choice B. This approach is much more likely to lead to an open and productive discussion in which the client herself can see that she has a problem, and in which you can be seen as an ally in helping her rather than an accuser. Also it may reveal some issues you are still not aware of which may contribute to the client's failure to hold a job.

SUBJECT AREA 2

INTERVIEWING (CASEWORKER): 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.

TEST TASK: You are given questions that describe specific client-worker situations. You must select the most 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.

Note: You may be able to think of a better approach than any of the ones supplied, but you must limit yourself to the choices provided, and pick the best one of those.

SAMPLE QUESTION:

You have been interviewing a client and you have enough information to make the required decisions. However, the client just will not stop talking, and is repeating in slightly different words the information that he has already given you.

Which one of the following is the best way to deal with this situation?

A. Tell the client that the interview time is up and that if he has more to say, you can set up another appointment for the near future.

B. Thank the client for coming in. Tell him that his information has been very helpful and that you will contact him if you need additional information.

C. Tell the client that you would like to hear more but that it will have to be postponed to some future date.

D. Thank the client for coming in, but explain that there are others waiting and you must end the interview.

The best answer is B

SOLUTION: *To answer this question, you must examine each of the choices.*

Choice A gives the initiative to the client, and may lead to an unnecessary appointment. You already have enough information, and there is no need for another appointment in the near future.

Choice C, like choice A, may result in the scheduling of an unnecessary appointment, and leaves the initiative in the hands of the client. An additional problem is that "some future date" contradicts "wanting to hear more."

Choice D begins well; thanking the client for coming in is positive. However, this choice gives the client the impression that you are rushing him out, and that you are more concerned with the people who are waiting than you are with him.

Choice B is best. By thanking the client for coming in, you are being positive. By telling him how helpful his information has been, you continue in this positive direction. Lastly, by telling him that you will contact him if you need additional information, you make it clear that you have the necessary data, and you maintain the initiative to schedule another appointment.

SUBJECT AREA 3

PREPARING WRITTEN MATERIAL: These questions test how well you can express yourself in writing. Particular emphasis will be placed upon two major aspects of written communication: how to clearly and accurately express given information and how to present written material in the most logical and comprehensible manner.

TEST TASK: There are two separate test tasks in this subject area. In the first task, **Information Presentation**, you will be presented with information and required to identify the best method of clearly and accurately presenting the information. In the second task, **Paragraph Organization**, you will be presented with a group of sentences and required to arrange them in the order that is most logical and comprehensible.

SAMPLE QUESTIONS:

Information Presentation

Martin Wilson failed to take proper precautions. His failure to take proper precautions caused a personal injury accident.

QUESTION: Which one of the following best presents the information above?

A. Martin Wilson failed to take proper precautions that caused a personal injury accident.
B. Proper precautions, which Martin Wilson failed to take, caused a personal injury accident.
C. Martin Wilson's failure to take proper precautions caused a personal injury accident.
D. Martin Wilson, who failed to take proper precautions, was in a personal injury accident.

The answer is C.

SOLUTION: *Choices A and B both convey the idea that the proper precautions caused the accident. Choice D states that Wilson was in a personal injury accident; the information presented states that Wilson caused a personal injury accident, but we don't know if Wilson was in the accident. Choice C is the ONLY choice that accurately restates the information presented*

Paragraph Organization

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when they are correctly arranged they form a connected, well-organized paragraph. Read the sentences and then answer the question about what order to arrange them in.

1. Eventually, they piece all of this information together and make a choice.
2. Before actually deciding upon a human services job, people usually think about several possibilities.
3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.
4. Choosing among occupations in the field of human services is an important decision to make.

QUESTION: Which one of the following is the best arrangement of these sentences?

A. 2-4-1-3
B. 2-3-4-1
C. 4-2-1-3
D. 4-2-3-1

The answer is D.

SOLUTION:

Choices A and C present the information in a poorly organized way. The key element is that sentence 1's "all of this information" comes BEFORE sentence 3, which contains the information to which sentence 1 refers.

Choice B is also poorly organized. It separates sentence 1's "all of this information" from the information in sentence 3 to which it refers. It places sentence 4 between sentences 1 and 3. There is nothing in sentence 4 to which "all of this information" can refer.

The best arrangement of the sentences is 4-2-3-1. Sentence 4 introduces the main idea of the paragraph: "choosing an occupation in the field of human services." Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. Choice D is the BEST ANSWER to the question.

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You need to be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best. There are also practical things you should do.

Before the test ...

- Study and review this Guide to become familiar with the test contents.
- Study and review the subject areas that will be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Come to the test prepared; bring your admission notice, two No. 2 pencils, your photo ID containing your signature, a quiet lunch or snack and any other necessary materials. Do **NOT** bring this test guide to the test site.

During the test ...

- Read and follow all directions on your admission notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room and do **NOT** paraphrase, reconstruct or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

Visit the New York State
Department of Civil Service web site
www.cs.state.ny.us

New York State
Department of Civil Service
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