

# OSWEGO COUNTY

DEPARTMENT OF PERSONNEL  
46 EAST BRIDGE STREET  
OSWEGO, NEW YORK 13126  
PHONE: (315) 349-8367 + FAX: (315) 349-8254  
oswegocounty.com/personnel

## EXAMINATION ANNOUNCEMENT

### CASEWORKER CASEWORKER (SPANISH SPEAKING)

**EXAMINATION NUMBER:** 44410 – Caseworker (Open to the Public)  
10976 – Caseworker (Spanish Speaking) (Open to the Public)

**EXAMINATION DATE:** Saturday, April 24, 2010

**LAST FILING DATE:** Wednesday, March 17, 2010 (Applications will **NOT** be accepted after this date)

**EXAM FEE:** \$15.00 (NON-REFUNDABLE)

**PAY RATE:** \$19.97 per hour.

**JOB DESCRIPTION:** This is an entry-level professional position in the Department of Social Services involving responsibility for providing social casework services to individuals and/or their families to assist them with achieving optimum self-sufficiency by addressing economic, emotional, social, and environmental difficulties. The Caseworker, in consultation with a higher-level Caseworker, formulates and carries out plans to meet the individual needs of the cases assigned. Work is performed under general supervision of a Senior Caseworker or Case Supervisor B. In-service training is provided through the department's staff development program. The incumbent does related work as required.

**RESIDENCY REQUIREMENTS:** There are no residency requirements for these exams, however, preference in appointment may be given to legal residents of Oswego County.

**IMPORTANT NOTICE:** Candidates who have previously taken a Caseworker exam with another civil service agency between January 1 and April 24 of this year must submit a statement with the application clearly indicating the location and date the exam was taken. Candidates who fail a Caseworker exam between January 1 and June 30, 2010 may not participate in another Caseworker exam holding until July 2010.

**\*\*TRANSCRIPTS REQUIRED:** Please attach a verifiable copy of your college transcript.

#### **MINIMUM QUALIFICATIONS:**

Education, specialized background, training and experience.

- A. Graduation from a regionally accredited or NYS registered college or university with a bachelor's degree in psychology, sociology, social work, human services, or a closely related field; **OR**
- B. Graduation from a regionally accredited or NYS registered college or university with a bachelor's degree including 30 credit hours in the behavioral sciences (psychology, sociology, or anthropology, counseling, criminal justice, gerontology, human behavior, social work, vocational rehabilitation); **OR**
- C. Graduation from a regionally accredited or NYS registered college or university with a bachelor's degree and one year of **professional\*** work experience in social casework or human service counseling; **OR**
- D. An equivalent combination of training and experience as defined by the limits of "A," "B," and "C" above.

**\*Professional Experience:** for this exam is defined as interviewing clients and evaluating their problems in order to identify, develop, implement and monitor a service plan. It does not include custodial experience which provides direct personal care to clients or experience as a Probation Assistant, Community Service Worker, Caseworker Aide or Social Welfare Examiner.

**NOTE: ALL CANDIDATES FOR THIS EXAM MUST POSSESS A BACHELOR'S DEGREE.**

**NOTE:** Unless otherwise noted, experience credited towards meeting the minimum qualifications must be paid work experience. Volunteer experience will only be credited if specified on the exam announcement.

**SCOPE OF THE WRITTEN EXAM:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

- 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.

Use of a calculator is **PERMITTED** for this exam.

**SPECIAL NOTE FOR CASEWORKER (SPANISH SPEAKING) CANDIDATES:** This exam will consist of two parts: 1) The written test described above, and 2) The language **oral-proficiency** test designed to evaluate the candidate's proficiency in the Spanish language, at the level appropriate for the position. Only a sufficient number of candidates needed to fill vacancies will be called to take part in this qualifying portion of the examination. If additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment.

**SPECIAL REQUIREMENT:** Must have transportation available to perform the duties of the position. The job may involve extensive travel to all parts of the County and occasionally to other parts of NYS.

**NOTE:** In compliance with Section 424-a of the Social Service Law those candidates who successfully pass the exam and who are being considered for the employment will be required to sign a release form for clearance determination by the State Child Abuse/Neglect Central Register.

**TEST GUIDE:** The New York State Department of Civil Service has published a Caseworker Series Test Guide intended for candidate preparation use for this particular examination. This Test Guide contains important test related information as well as sample questions similar to the questions that will be used in this written test.

The New York State Department of Civil Service is making a copy of this Test Guide and other related information available on its Website at <http://www.cs.state.ny.us/testing/localtestguides.cfm>. In addition, a copy of this Test Guide is available upon request from the Oswego County Department of Personnel or may be downloaded from the web at <http://oswegocounty.com/personnel/studyguides.html>.

This 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 examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

**EXAM FEES:** A non-refundable fee of \$15.00 is required for each separate examination for which you apply. The required fee must accompany your application. Please refer to the "Application for Exam or Employment" for information about fee waiver. Write the name of the exam(s) on your check or money order **payable to Oswego County** and submit the check or money order with your application. **CASH WILL NOT BE ACCEPTED.** A \$20.00 charge will be imposed on checks returned for insufficient funds. You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. No refunds will be made to applicants who are disqualified or fail to appear.

**MULTIPLE EXAMS SCHEDULED FOR THE SAME DAY (CROSS-FILING):**

- If you have applied to take exam(s) announced by another jurisdiction (county, city, state) scheduled on the same day as this exam, you must make arrangements (no later than two weeks before the date of the exam) to take all exams at one test site.
- If you have applied for both State and Local (county/city) government examinations, you must make arrangements to take all your examinations at the State examination center by calling toll free (877) 697-5627 (press 2, then press 1) no later than two weeks before the test date.
- If you have applied for multiple Local exams 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. For Oswego County examinations complete a "Cross Filer Notification" form, available at the Oswego County Department of Personnel or online at <http://oswegocounty.com/personnel/forms.html>, and send to Oswego County Department of Personnel, 46 East Bridge Street, Oswego, NY 13126 or FAX to (315) 349-8254 or call (315) 349-8367. If you are taking multiple exams on the same date with the Oswego County Personnel Department only, you do not have to file a cross filer form.

**APPLICATION DEADLINE POLICY:** Application/exam fee must be submitted to the Oswego County Department of Personnel before the close of business at 5:00 p.m. on the last file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file date. Applications that are received through inter-office mail or via facsimile after the last file date will not be accepted.

OSWEGO COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER.

ISSUED: February 5, 2010  
Carol N. Alnutt  
Director of Personnel

**GENERAL INSTRUCTIONS**

1. Applications and additional information is available at the Department of Personnel, Oswego County Office Building, 46 East Bridge Street, Oswego, New York 13126, or by calling (315) 349-8367, or on the web at <http://www.oswegocounty.com/personnel>.
2. Applications postmarked after midnight of the **Last Filing Date** will not be considered eligible for this examination.
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and all statements made by candidates are subject to verification.
4. Applicants must answer every question on the application form. Incomplete applications will be disapproved.
5. Accepted candidates will be notified when and where to appear for exam. None will be admitted to the examination without the official admission notice. If an application is rejected, due notice will be sent. The department does **not** make formal acknowledgment of the receipt of an application.
6. If you have not received your notice to appear for the exam three days before the exam date, call (315) 349-8367.
7. If special arrangements for testing are required (i.e. religious observance, disability), submit written request describing your needs with the application form.
8. Unless otherwise noted, 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.
9. Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" prior to the establishment of the eligible list. Forms are available upon request at the Department of Personnel.
10. Military Service members on active duty on the exam date may request a military makeup exam, call (315) 349-8367. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
11. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
12. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
13. Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of an emergency no later than 5:00 p.m. on the next business day following the test.
14. This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.
15. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
16. The eligible list will remain in force for at least one (1) year and may be extended by the Personnel Officer for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
17. 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.
18. In accordance with the Child Abuse Prevention Act of 1985, candidates for appointment to Oswego County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Oswego County.
19. 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.