



# SENECA COUNTY PERSONNEL OFFICE

## Civil Service Opportunities



### CASEWORKER/CASEWORKER TRAINEE

#### Open Competitive Examination

**EXAMINATION DATE: Continuously | APPLICATIONS ACCEPTED: Continuously | FILING FEE: \$10**

★ ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE Will Be Accepted ★

**TO APPLY:** 1. go to <https://seneca-portal.mycivilservice.com/jobopps> 2. View exam information & click APPLY.  
3. Complete & submit online application. 4. Mail, deliver or pay filing fee online by Application Deadline.

**\*Applications will be accepted continuously with exams being scheduled by the Seneca County Personnel Office\***

- Filing fees must be RECEIVED by Seneca County Personnel Dept. PRIOR to exam date can be scheduled.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification.
- If your filing fee is not received within the time permitted, your application will be disqualified without review.

Make CHECK or MONEY ORDER payable to "Seneca County Finance Department" – NO CASH  
\*\*Returned checks are subject to a \$10 fee \*\*

**Administration of This Examination Does Not Imply That a Vacancy Exists**

**\*\* Please read the back of this notice carefully for Important Civil Service Information \*\***

**VACANCY:** This eligible list will be used to fill vacancies as they occur in all of Seneca County.

**RESIDENCY:** Candidates must have been legal residents of Seneca County or one of the six contiguous counties for one month preceding the date of the written test. Preference in appointment may be given to successful candidates who have been legal residents of the municipality in which appointment is to be made for at least one month prior to the date of certification and are residents of such municipality at the time of appointment.

**SALARY:** Set by CSEA Contract

#### **MINIMUM QUALIFICATIONS FOR CASEWORKER:**

- Possession of a Bachelor's Degree from a regionally accredited college or University or a New York State registered four year college or university and one year experience in counseling or casework in a recognized agency adhering to acceptable standards in social services, psychiatric or medical social work or related work.

#### **MINIMUM QUALIFICATIONS FOR CASEWORKER TRAINEE:**

- Possession of a Bachelor's Degree from a regionally accredited college or University or a New York State registered four year college or university.

#### **SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:**

- Possession of a valid New York State Driver's License is required, and must be maintained throughout employment.

**SUBJECT OF EXAMINATION:** 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 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.

**LIST CERTIFICATION:** A single eligible list will be established as a result of this examination. Caseworker eligibles will have their names certified for appointment before those eligible for Caseworker Trainee. Candidates who are successful in this examination and possess the minimum qualifications for Caseworker Trainee will be certified for appointment as a Caseworker Trainee. Any persons appointed to such Trainee positions would then be advanced to Caseworker without further eligibles being considered upon satisfactory completion of the one year traineeship. If candidates originally placed on the eligible list as a Caseworker Trainee acquire the training or experience necessary to meet the minimum qualifications for Caseworker during the life of the list, they may submit a new application and may then be certified as a Caseworker. **NOTE:** All applicants placed on an eligible list as a result of this examination must, at the time of interview, sign a release under Section 424 of the Social Services Law. This release authorizes an inquiry to the New York State Control Register of Child Abuse and Maltreatment.

#### **FOR MORE INFORMATION:**

SENECA COUNTY PERSONNEL DEPT  
1 DiPronio Drive, Waterloo, NY 13165  
(315) 539 – 1710

A Guide to Taking the Examination for Caseworker Series is available at the New York State Department of Civil Service web site:

<https://www.cs.ny.gov/testing/localtestguides.cfm>. If you are unable to obtain a copy of the guide online, you may call/write to the Seneca County Personnel Office, 1 DiPronio Drive, Waterloo, NY 13165 (315-539-1710) to obtain a copy.

SENECA COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

## **TYPICAL WORK ACTIVITIES FOR CASEWORKER: (Illustrative Only):**

- Formulates and carries out plans to meet the needs of the individual or family;
- Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
- Studies the background and need for care of children referred, securing information from the child himself, the family, relatives, schools, churches, family courts, and other agencies;
- When foster care is necessary, determines whether the child's needs can best be met in an institution or a foster family home;
- Plans with parents and relatives individuals and families to persuade them to avail themselves of recommended social services;
- Identifies the need for services through in-depth discussions with clients;
- Maintains liaison with various individual agencies to which individuals and families can be referred for services;
- Works closely with other staff personnel such as homemakers in carrying out the plan for services;
- Reviews existing case records for available information for use in formulating a plan of treatment.
- Periodically reviews cases to determine changes in the individual or family's situations affecting need for service.

## **Specific to Workforce Development and Youth Bureau: (Illustrative Only):**

- Provides case management services for runaway homeless youth as approved by the annual Office of Children and Family Services Municipal Comprehensive Runaway and Homeless Youth Services Plan & Needs Assessment plan;
- Provides case management services to at risk youth, or runaway, homeless and throwaway youth.
- Provides support services to Sexually Exploited or Human Trafficked youth using caseworker and youth development principles and practices;
- Provides case management as appropriate for referred Raise the Age Adolescent Youth Offenders and juvenile delinquents on a case by case basis for Runaway Homeless Services;
- Formulates and provides individual case management plans to meet the needs of the individual or family;
- Provides guidance to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
- Conducts interviews and obtains background information from the child, the family, relatives, schools, churches, family courts, and other agencies;
- Identifies the need for services through in-depth discussions with clients;
- Works closely with the WIOA and Public Assistance youth with case management in conjunction with the Youth Employment and Training Counselor;
- Co-facilitates the Independent Living Skills Program;
- Coordinates efforts with existing county and community youth services;
- Maintains communication with and between liaisons of county and community partner agencies, schools, law enforcement;
- Participates in professional community meetings, may serve on different youth committees and task forces as assigned;
- Ability to work with others;
- Provides monthly, quarterly or annual reports as required;
- Enters data/case notes into Connections as required.

## **TYPICAL WORK ACTIVITIES FOR CASEWORKER TRAINEE: (Illustrative Only)**

- Assists in interviewing clients, family members and others to gather information related to economic situation, emotional state, social relationships, personal characteristics, education and employment information, living arrangements, etc.;
- Assists in the review of existing case records and consultations with agency staff to obtain additional background information;
- Consults with other service agencies who may be involved with clients and their families;
- Assists in the evaluation of available information and in identifying the need for services;
- Assists in formulating a service plan to meet the needs of the client and their family;
- Discuss relevant portions of service plan with client and family and establishes a relationship with them to persuade them to cooperate and participate in the plan;
- Assists in counseling to motivate the client and their family and to increase their capacity and confidence in their ability to handle problems;
- Assists in monitoring the progress of client and family and conducts regular and special case reviews to determine the effectiveness of the service plan and the need for modification, deletion and/or addition of services;
- Assists in making recommendations as to what type of foster care would best meet the needs of a child;
- Assists in working with the child's family in order to return a child in foster care to his or her home as soon as circumstances and conditions permit;
- May assist in the preparation for testifying in a court of law or administrative hearing.

## **Specific to Workforce Development and Youth Bureau: (Illustrative Only):**

- Assists in providing case management services for runaway homeless youth as approved by the annual Office of Children and Family Services Municipal Comprehensive Runaway and Homeless Youth Services Plan & Needs Assessment plan;
- Assists in providing case management services to at risk youth, or runaway, homeless and throwaway youth.
- Assists in providing support services to Sexually Exploited or Human Trafficked youth using caseworker and youth development principles and practices;
- Assists in the case management as appropriate for referred Raise the Age Adolescent Youth Offenders and juvenile delinquents on a case by case basis for Runaway Homeless Services;
- Assists in developing individual case management plans to meet the needs of the individual or family;
- Assists in providing guidance to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
- Assists in interviewing and obtaining background information from the child, the family, relatives, schools, churches, family courts, and other agencies;
- Assists in identifying the need for services through in-depth discussions with clients;
- Assists in working closely with the WIOA and Public Assistance youth with case management in conjunction with the Youth Employment and Training Counselor;
- Co-facilitates the Independent Living Skills Program;
- Assists in maintaining communication with and between liaisons of county and community partner agencies, schools, law enforcement;
- May participate and assist in professional community meetings, may serve and assist on different youth committees and task forces as assigned;
- Ability to work with others;
- Assists in providing monthly, quarterly or annual reports as required;
- Assists in the entering of data/case notes into Connections as required.

**ADMISSION TO EXAMINATIONS:** Call the Personnel Department if you do not receive a notice within three days of the date of examination. Admission to examinations does not necessarily mean that the application has been approved unconditionally; final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice, or more than one half hour after an examination has begun. You must bring picture identification (such as a driver's license) and your Social Security number to the examination. You may be fingerprinted prior to admission to the examination.

**AGE LIMITS:** There may be statutory restrictions on your employment if you are under 18 or over 70 years of age; any other age restrictions are stated on the face of this examination announcement.

**APPLICATION:** A separate application must be filed for each examination desired.

**APPLICATION FEE:** A fee (see front) is required from candidates for each separately-numbered examination for which they apply. Mail, deliver or pay filing fee in-person by the APPLICATION DEADLINE. **NO CASH. NO REFUNDS** will be made to applicants who fail to appear for the scheduled examination. File only for those examinations for which you are qualified. **EXAM FILING FEES WILL NOT BE REFUNDED**, even if you are disqualified from taking the exam. It is therefore recommended that you consider very carefully whether or not you believe that you meet the minimum qualifications before submitting your application. Payments by check or money order must be made payable to Seneca County Finance Department with the examination number(s) written on the check or money order. Do not send cash in the mail. A \$20.00 service charge will be imposed on any checks returned to the Seneca County Finance Department. **Applications not accompanied by the application fee, BY THE APPLICATION DEADLINE, or such fee is not mailed to the Seneca County Department of Human Resources, will not be processed for this examination.**

**APPLICATION FEE, WAIVER OF:** 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 and proof of benefits by the close of business on the Application Deadline as listed on this Examination Announcement. A copy of the waiver request form can be obtained from the following link: <https://seneca-portal.mycivilservice.com/Application-Fee-Waiver%20ADA.pdf> or by calling the Seneca County Personnel Department.

**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. The cost for fingerprinting is the responsibility of the candidate being considered for, or conditionally offered, appointment.

**CALCULATORS:** Candidates are permitted to use quiet, held-held, solar or battery powered calculators, **UNLESS OTHERWISE NOTIFIED ON FRONT.**

**CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS Killed in the Line of Duty:** In conformance with section 85-a of the Civil Service Law, signed into law on September 17, 2002, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) 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 (2) 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.

**CITIZENSHIP:** Citizenship is required only for Public Officer positions.

**CONTACT INFORMATION:** Any changes in contact information must be communicated to the Personnel Dept. in order to ensure timely delivery of important information. A change of address form is available on our website or the Personnel Dept. It is the candidates' responsibility to obtain and submit the necessary documents.

**CROSS FILING or EXAMINATIONS IN MULTIPLE JURISDICTIONS:**

If you have applied to take an examination announced by more than one local jurisdiction (county, town, city) scheduled to be held on the same test date, you must notify each of the local jurisdictions as early as possible (no later than two weeks before the test date), so that arrangements can be made for taking all examinations at one test site. You must inform each jurisdiction of all examination titles and numbers, and at which jurisdiction you want to sit for the examinations. Please note that all examinations for positions in State government must be taken at a State examination center. Cross-file form is available on the website.

**DRUG & ALCOHOL TESTING:** You may be required to take a pre-employment alcohol and drug test to determine that you are free of such substances.

**EDUCATION:** Where high school graduation is required, a High School Equivalency Diploma from any State or an armed forces GED (high school level) will be acceptable. College graduation, when required, must have been from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. In evaluating a candidate's qualifications, the equivalent of 30 college credit hours equals one year of college. Transcripts should be submitted with the application or as soon thereafter as possible whenever the qualifications call for a specific college major or specified number of credits. **NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**ELIGIBILITY, ANTICIPATED:** If the minimum qualifications require a degree in education and/or experience/licensure/certification, the following statements shall pertain to this exam announcement: if you expect to complete the educational or experience requirement within 6 months from the date of the examination date on the reverse side of this examination announcement, you can be admitted to this examination on a conditional basis. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the announced requirements to the Seneca County Personnel Department. In the case of anticipated education degree, proof must be submitted within 3 months following award of degree; failure to do so will result in removal of your name from the eligible list. In the case of anticipated experience, your name will not be certified until you obtain and show proof of the necessary experience. In the case of licensure/certification, if you are eligible for the required licensure/certification you can be admitted to the examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Seneca County Personnel Department.

**ELIGIBLE LIST:** The eligible list is made up of all candidates who successfully pass all portions of the examination. Names of eligible will be inserted, according to their final rating, on such list from time to time as applicants are tested and found qualified on the examinations held at such intervals. Eligibility is limited to a one-year period. The Seneca County Personnel Office reserves the right to terminate this special recruitment program at any time and re-establish a program of periodic testing for this title.

**EQUAL OPPORTUNITY:** It is the policy of the Seneca County Personnel Department to provide for and promote equal opportunity in employment,

compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record, unless based upon a bona fide occupational qualification or other exception. Those requiring special testing arrangements (such as military personnel or Saturday religious observers) must note this on their applications. It is Seneca County's policy, in accordance with the Americans with Disabilities Act, to provide equal employment opportunity and equal opportunity to participate in and receive any benefits, services, programs and activities to persons with disabilities. Any person who requires reasonable accommodations and reasonable modifications (e.g. Braille booklet, amanuensis, reader, sign language interpreter, etc.) must note this on their application.

**EXPERIENCE:** For each examination, unpaid, verifiable part-time and volunteer experience in one of the specialized areas will only be credited when specifically allowed by the examination announcement. The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment (35 hour workweek). Part-time experience will be prorated.

**FALSIFICATION:** Falsification of any part of the "Application for Employment" will result in disqualification.

**FINGERPRINT CHECK:** A state and/or national fingerprint supported background investigation is required before an appointment is made to some positions. If such search is required, the applicant will be responsible to pay the Seneca County Sheriff's Office fee for such search (approximately \$100-150)

**INCLEMENT WEATHER:** In rare cases, an examination may be postponed if weather conditions are unsafe. In such cases, announcements will be made over the radio on Finger Lakes Radio Group Stations: 99.3 – Classic Hits, 96.1, 96.9, 101.9 – Finger Lakes Country, 98.5 – Mix, 101.7 – The Wall and 95.9, 98.1 – News Radio. If an examination is postponed due to weather conditions, a new examination date will be set as soon as possible. Candidates will be notified of such new examination date in writing by Seneca County Personnel Department as soon as this information becomes available.

**MEDICAL EXAMINATION:** You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** Applicants may participate in multiple examinations given for Seneca County on the same day. The maximum time allowed for any combination of examinations is eight (8) hours. If you have applied for multiple examinations scheduled for the same day, please indicate this on your application.

**P.E.R.C. RATINGS AND REVIEW:** The final rating key for this type of examination will be established by the State Civil Service Commission prior to the testing date, upon recommendation of a committee of police experts who will review all the questions for appropriateness and accuracy. There will be no review of the questions by candidates. The committee was selected with the assistance and endorsement of the Police Conference of New York, Inc., the NYS Association of PBAs, Inc., the NYS Association of Chiefs of Police, Inc., and the NYS Sheriff's Association.

**PROHIBITED DEVICES:** Cell phones, pagers, and similar devices are prohibited at examination sites. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, cell phones, smartwatches (i.e. fitbit, iWatch, etc.), dictionaries and/or similar devices are prohibited.

**PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Seneca County. Additional information is available at <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service#qualifying-employment>

**RATINGS AND REVIEW:** When this written 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 and review of examinations apply. Otherwise, rating and review of the examination is governed by the Seneca County Civil Service Rules.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with the passing mark at 70.0. Unless the announcement states otherwise, you must pass the written test as a whole and the oral and practical tests, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**RESIDENTIAL PREFERENCE:** Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointments; for appointment in some jurisdictions you may be required to become a resident thereof, in accordance with law or resolution. Residence requirements and such preferential certifications do not apply in promotion examinations.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:**

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

**SPECIAL NOTICE FOR CASEWORKER/CASEWORKER TRAINEES:**

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 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, 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).

**SPECIAL REQUIREMENTS (RELIGIOUS ACCOMMODATION, DISABILITIES, MILITARY):** If special arrangements for testing are required, you must indicate this on the online application and/or submit a written/emailed request, & arrangements for an alternate date may be made.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. All statements made by candidates on the application form are subject to verification.

**VETERANS:** Veterans or disabled veterans (including some current armed forces personnel) desiring to claim additional credit must make application for such additional credit at the time they make application for examination or at any time between the date of application for examination and the date of the establishment of the resulting eligible list. Your eligibility will be determined after we receive this completed application and a copy of your DD214. Candidates who claim credit, but who fail to submit adequate proof of eligibility for such credit by the time the eligible list is established, cannot later be granted credit on such eligible list. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDITS FORMS AND TO SUBMIT SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.** Application forms are available at: <https://seneca-portal.mycivilservice.com/Vet-Credits-App%20ADA.pdf> and instructions are available at: <https://seneca-portal.mycivilservice.com/Veterans-Credit-Information-Sheet%20ADA.pdf>