

ULSTER COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT



Ulster County Personnel Department
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AN EQUAL OPPORTUNITY EMPLOYER

#50801 CASEWORKER SERIES

EXAM FEES HAVE BEEN WAIVED FOR ALL EXAMINATIONS ANNOUNCED AFTER JUNE 1, 2023. THIS APPLIES TO ALL CONTINUOUS RECRUITMENT EXAMINATIONS FOR THE REMAINDER OF 2023.

CONTINUOUS RECRUITMENT

OPEN-COMPETITIVE EXAMINATION

PLEASE READ ENTIRE ANNOUNCEMENT CAREFULLY

EXAMINATION DATES: April 15, 2023 AND November 4, 2023

APPLICATIONS MUST BE RECEIVED IN THE ULSTER COUNTY PERSONNEL OFFICE OR POSTMARKED BY MARCH 15, 2023 FOR THE APRIL 15, 2023 TEST DATE AND BY OCTOBER 4, 2023 FOR THE NOVEMBER 4, 2023 TEST DATE.

NOTE: Candidates may participate in this examination two (2) times per year. (See page 3 for further details)

We will continue to accept applications after October 4, 2023; those applicants will be scheduled in 2024. Announcements will be issued at the end of January of 2024 indicating the examination dates for that year.

*****IMPORTANT CANDIDATE NOTICE*****

Candidates who have taken a Caseworker Series 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. Please refer to page 3 for further details regarding this policy.

CASEWORKER SERIES INCLUDES THE FOLLOWING TITLES:

Caseworker Trainee
Caseworker Trainee (Spanish Speaking)

SALARY: Starting salary for Caseworker Trainee and Caseworker Trainee (Spanish Speaking) at the Ulster County Department of Social Services is \$28.76 per hour. Starting salary for Caseworker Trainee and Caseworker Trainee (Spanish Speaking) at the Ulster County Office for the Aging is \$28.46 per hour.

MINIMUM QUALIFICATIONS FOR CASEWORKER TRAINEE: Candidate's must meet the following requirement(s) on or before the date of the examination:

Possession of a bachelor's degree from a regionally accredited or New York State registered college or university.

Special Requirement: At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

MINIMUM QUALIFICATIONS FOR CASEWORKER TRAINEE (SPANISH SPEAKING): Candidate's must meet the following requirement(s) on or before the date of the examination:

Possession of a bachelor's degree from a regionally accredited or New York State registered college or university.

Special Requirement: Incumbents in this position must have a working oral language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication by the end of their probationary period.

Special Requirement: At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

ANTICIPATED ELIGIBILITY:

If you expect to complete the educational requirement within six months of the date of examination, you may apply. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Ulster County Personnel Department.

WHERE COLLEGE IS A REQUIREMENT, YOU WILL BE EXPECTED TO SUBMIT COLLEGE TRANSCRIPTS WITH YOUR APPLICATION. FAILURE TO SUBMIT COLLEGE TRANSCRIPTS MAY RESULT IN YOUR UNCONDITIONAL DISQUALIFICATION. IF COLLEGE TRANSCRIPTS ARE ALREADY ON FILE WITH OUR OFFICE, INDICATE THIS ON YOUR APPLICATION. TRANSCRIPTS NEED NOT BE OFFICIAL COPIES; HOWEVER, THEY MUST CONTAIN ALL INFORMATION NECESSARY TO QUALIFY YOU FOR THIS POSITION.

APPLICATION REVIEW TOLERANCE POLICY

For the purposes of this policy, "tolerance" shall mean the leeway given regarding work experience when reviewing an application. Applicants lacking a small amount of work experience when applying for promotional or open-competitive examinations may qualify under the following conditions:

- 1) Candidates will be given a maximum tolerance of one (1) month.
- 2) Tolerance will be given only when the minimum qualification requires one or more years of work experience.
- 3) Tolerance Policy does not apply to education or licensure/certification requirements. (See particular examination announcement for "Anticipated Eligibility" information).
- 4) Tolerance Policy does not apply where required work experience is set forth by law or rules.
- 5) Tolerance Policy does not apply to enable applicants to meet residence requirements.

For more information regarding Tolerance Policy, please contact our office at (845) 340-3550.

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.

TYPICAL WORK ACTIVITIES FOR CASEWORKER TRAINEE AND CASEWORKER TRAINEE (SPANISH SPEAKING): This is an entry-level Caseworker or Caseworker (Spanish Speaking) position within the Department of Social Services, Coordinated Children's Programs or the Office for the Aging. A trainee is provided classroom and on-the-job training designed to provide the essential knowledges and skills necessary for carrying out duties related to case management and the delivery of human services to children, adults and families as applicable to their department. An incumbent must serve at least one year in the trainee title, attain permanent appointment in the trainee title and successfully complete the probationary period in accordance with civil service rules in order to be considered for promotion to the full performance position of Caseworker or Caseworker (Spanish Speaking). Upon satisfaction of these requirements, an incumbent is promoted to the title of Caseworker or Caseworker (Spanish Speaking) without further competitive examination. Except for the required ability to speak, read and write the Spanish language, the class of Caseworker Trainee (Spanish Speaking) is identical to that of Caseworker Trainee. The work is performed under the direct supervision of a higher level employee with progressive leeway allowed for the exercise of independent judgment as training progresses. Supervision over the work of others is not normally a function of this class. Does related work as required.

SUBJECT OF EXAMINATION: 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 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.

(CONTINUES ON NEXT PAGE)

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.

CANDIDATES WHO ARE SUCCESSFUL IN THIS EXAMINATION WILL APPEAR ON THE APPROPRIATE ELIGIBLE LIST. THEIR NAMES WILL BE INTERFILED ACCORDING TO GRADE AND WILL REMAIN ON THE ELIGIBLE LIST FOR UP TO TWO (2) YEARS.

IMPORTANT INFORMATION REGARDING THIS EXAMINATION

Candidates who file for Caseworker or Caseworker Trainee 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 Series examination prepared by the 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 Series 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 Series 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.

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).

STUDY GUIDE-CASEWORKER SERIES:

A Guide to Taking the Examination for the Caseworker Series is available on the New York State Department of Civil Service Web Site at <https://www.cs.ny.gov/testing/testguides.cfm> **OR** at the Ulster County Office Building, Personnel Department, 244 Fair Street-5th Floor, Kingston, NY, **OR** Call (845) 340-3550 for information on how to obtain a copy.

CALCULATORS: "Unless specifically prohibited, candidates are permitted to use non-programmable, quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, 'Spell-Checkers', 'Personal Digital Assistants', 'Address Books', 'Language Translators', 'Dictionaries' and any similar devices are prohibited."

VETERANS CLAIMING ADDITIONAL CREDITS: Non-disabled and disabled veterans who wish to claim additional credits **MUST** request a Veterans Credits application from our office. This form must be completed and submitted along with a war service (DD214) form prior to the establishment of the resulting eligible list. Veterans credits may only be added to a passing score and may only be used for appointment once. Candidates currently in the armed forces may apply for and be conditionally granted veteran's credits. Any candidate who applies for such credits must provide proof of military status to receive the conditional credits. **You may not claim additional Veterans Credits after the eligible list has been established. It is the candidate's responsibility to request the Veterans Credits application forms and submit these forms and any required supporting paperwork before the eligible list is established.**

On November 5, 2013, New York State voters approved an amendment to Article 5, section 6, of the New York Constitution regarding the award and use of additional credits for certain disabled veterans on open competitive and promotion civil service examinations for positions with New York State and local governments.

For eligible lists established after January 1, 2014, disabled veterans may be entitled to additional credits on a civil service examination. Every situation is different. If you have specific questions or concerns, please contact our office.

Applications may be obtained at the Ulster County Office Building, Personnel Department, 244 Fair Street - 5th Floor, P.O. Box 1800, Kingston, NY 12402-1800 OR by mail (INCLUDE A STAMPED SELF-ADDRESSED, LEGAL- SIZE ENVELOPE) OR from our website at: <https://ulstercountyny.gov/personnel/index.html>

For those applications submitted in person, please submit no later than 4:30 PM. All applications must be received in our office no later than 5:00 PM on the date indicated on page one (1) of this announcement in order to be included for the upcoming test date. Applications postmarked by this date will also be accepted. All other applications will be held for the next test date.

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

CRIMINAL BACKGROUND INVESTIGATION POLICY: In accordance with Ulster County Local Law Number 14 of 2007, a criminal background check (including fingerprinting) will be initiated by the Ulster County Personnel Department upon initial employment or re-hire to Ulster County positions, and conducted by the New York State Division of Criminal Justice Services (DCJS), the New York State Office of Court Administration, the United States Citizenship and Immigration Services Verification Information System (IMAGE Program), or any law enforcement agency.

SPECIAL NOTE: All public agencies are required by law to provide full and equal opportunities for minorities, women and to people with disabilities. All qualified candidates are encouraged to compete without regard to race, creed or national origin. Applicants requesting special testing arrangements as a Saturday Sabbath Observer, disabled candidate, alternate test date candidate (in accordance with Alternate Test Date Policy), or an active member of the military away from the area on the scheduled test date must clearly indicate this fact on the application. All such requests must be supported by appropriate documentation and be made at time of filing.

ADDITIONAL CREDITS FOR 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 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.

APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE: If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site.

If you have applied for other local government examinations, you must inform all local government civil service agencies of the test site at which you wish to take your examination(s) no later than **two weeks** before the date of the examinations.

For this examination write your intentions under #12 Remarks on the last page of the Ulster County Examination Application OR write a letter to the Ulster County Personnel Department, 244 Fair Street – 5th Floor, PO Box 1800, Kingston, NY 12402.

*If candidates have not received notification of this examination within four (4) days of the examination, they should contact this office immediately.

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ORIGINAL COPY: GREEN

ISSUED: February 8, 2023

RE-ISSUED: June 1, 2023