



CATTARAUGUS COUNTY CIVIL SERVICE

HUMAN RESOURCES DEPARTMENT

303 Court Street * Little Valley, NY 14755 * (716) 938-2281 * FAX (716) 938-2759

Kristine M. Phinney, Personnel Officer

CASEWORKER TRAINEE-#840-102624

Filing Date:

Applications received by mail must be postmarked no later than **09/17/2024**.

Applications submitted electronically must be completed no later than **09/17/2024 11:59 PM**

Exam Date:

Examinations will be held on **10/26/2024 08:30 AM**

Salary:

\$30.18-\$33.40 per hour

Vacancy: Eligible List may be used to fill vacancies which may occur within the Cattaraugus County Department(s) of Social Services or Aging, Olean, NY.

Fee Required: The State Civil Service Law requires our office to collect a processing fee from each applicant. The amount of the fee is **fifteen dollars (\$15)** per applicant for Each examination applied for, payable at the time of filing of the application form, by check (personal or certified) or money order, payable to the "Cattaraugus County Treasurer". Cash Will Not Be Accepted. Applicants whose personal checks are returned for insufficient funds will not be considered as candidates for this exam or subsequent exams until such time as restitution is made. Applicants must record the Examination Number(s) and Title(s) on their checks. Refunds of fees will not be issued to applicants who are disqualified for not meeting the minimum qualifications for admittance to the examination, who file their application after the final filing date or who do not appear for testing on the scheduled test date. Therefore, **Do Not Apply** for an examination if you are not sure that you meet the minimum qualifications. Application fees shall be waived for candidates that are unemployed and primarily responsible for the support of a household or are receiving public assistance. Please contact this office for an Application Fee Waiver Request and Certification Form, or download from our website at:

<https://www.cattco.org/sites/default/files/hr/Application-Fee-Waiver.pdf>

Residency: Preference in appointment may be given to successful candidates who have been, at the time of examination and for at least one month prior thereto, a resident of the jurisdiction in which the vacancy exists.

Duties: The work involves providing social work services for individuals and/or their families in order to assist them with their economic, emotional, social, and environmental difficulties. The work is carried out in a variety of service areas including foster care, adoption, general family, adult protective and child protective services, and services to the elderly in accordance with Federal, State, and local policies and procedures. Work is performed under general supervision. A Caseworker Trainee does related work as required. Trainee appointments consist of a probationary period of between 12 and 52 weeks following which incumbents receiving satisfactory ratings qualify for advancement to the title of Caseworker without further examination.

Minimum Qualifications:

1. Possession of a bachelor's degree including or supplemented by 21 credit hours in the social or behavioral sciences; OR
2. Possession of a bachelor's degree and one (1) year of social casework experience.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: Must possess and maintain a New York State Driver's License and the availability of an appropriate vehicle in meeting the transportation requirements of the job.

SPECIAL REQUIREMENT FOR DEPARTMENT OF SOCIAL SERVICES: New hires will be required to submit to and pass a pre-

employment Staff Exclusion List (SEL) check and a State Central Register (SCR) background check due to access and exposure to child abuse and maltreatment records.

Subject of Examination: A 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 order for the sentences.

Test guide: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available online at <https://www.cs.ny.gov/testing/testguides.cfm>.

Candidates are **ALLOWED** 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.

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.

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 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).

Applications will be accepted up to **September 17, 2024**, and may be obtained from the Civil Service website at: <https://www.cattco.org/human-resources/exam-info#application>.

Cattaraugus County—An Equal Opportunity Employer

Issued: August 19, 2024

PARTICIPATION IN MULTIPLE EXAMINATIONS: If you have applied for both State and Local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your

examinations.

If you have applied for another local government examination with **another local civil service agency**, call or write each civil service agency to make arrangements. You must notify all government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

SATURDAY SABBATH OBSERVERS - HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application(s).

CANDIDATES PLEASE NOTE: Your application for this test is part of the examination process. Applications must be completely filled out with all pertinent information stated. The Commission does not refer to other applications on file for additional information. Applications which do not show training and/or experience to meet the minimum qualifications will be disapproved. Vagueness and ambiguity will not be resolved in your favor.

VETERANS: Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for veterans' credits. Candidates who wish to claim veterans' credits on an examination should request an application and information sheet from the Cattaraugus County Civil Service Commission. Veterans' application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for the examination is established in order to utilize additional credits.

Effective January 1, 2014, War-time Veterans who previously used non-disabled veterans credits for appointment or promotion and are subsequently certified by the Veteran's Administration as a disabled veteran may again be eligible for additional exam credits. To apply for subsequent disabled veteran credits, complete the Veteran Credit application and check the applicable box, additionally you are required to follow the directions below regarding Disabled Veterans credits.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. *No credit may be granted after the establishment of the list.* It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

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.

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. 6) Experience gained after filing date will not be considered. For more information regarding Tolerance Policy, please contact our office at (716) 938-2315

Educational and/or age requirements must be met within 12 months of the announced exam date. Eligibility for appointment will be subject to candidates providing proof that education and/or age requirements have been met within one year of the announced exam date. If documentation does not prove that requirements were met within one year of exam date candidates will be removed from further eligibility for appointment.