



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN
OPEN COMPETITIVE EXAMINATION FOR:

Title: Case Manager II (CPS)

Number: 60214

Salary: *\$55,084-63,876 – Dutchess County (2016 Salary)

*Appointments to positions in the Child Protective Service Unit (CPS) are eligible for appointment at higher than minimum salary (see salary quoted).

Date of Examination: 06/09/2018

Applications Accepted Until: 04/18/2018

Applications postmarked 04/18/2018 will be accepted.

Applications accepted until 4:30 p.m. Monday through Friday.

Administration of an exam does not imply a vacancy exists.

A \$15.00 fee and examination application is required for each separately numbered examination: Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to "Commissioner of Finance" with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

NOTE: When applying for both open competitive and promotion or open competitive and interdepartmental promotion examinations for the same title, the examination fee will be waived for the promotion or interdepartmental promotion examination only.

VACANCY: The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in the Child Protective Service Unit (CPS) of the Dutchess County Department of Community and Family Services.

NOTE: A Promotion examination is being given in conjunction with this Open Competitive examination. The Promotion eligible list will be certified **FIRST**.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before June 9, 2018:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Graduation from a New York State registered or regionally accredited college or university with a Master's degree in social work;
OR: (B) Graduation from a New York State registered or regionally accredited college or university with a Master's degree in a human service field and one (1) year of full-time paid work experience in social casework in a public or private social agency adhering to acceptable standards;
OR: (C) Graduation from a New York State registered or regionally accredited college or university with a Bachelor's degree and two (2) years of full-time paid work experience in social casework with a public or private social agency adhering to acceptable standards;
OR: (D) An equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

NOTE: Social casework is defined as employment in a position that is responsible for the professional assessment of the needs of clients and the ongoing responsibility for arranging, coordinating, monitoring and advocating for appropriate services to specifically meet those needs. Within the Department of Community and Family Services this would include the job titles of Case Manager I and Social Welfare Specialist.

NOTE: Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

SPECIAL REQUIREMENT: Possession of a valid New York State Driver License at time of appointment.

DUTIES: This is a highly responsible position which involves the conduct of social studies for the purpose of identifying the need for social services and rendering these services to clients. **EXAMPLES OF WORK (Illustrative Only):** Interviews applicants for the purpose of identifying specific social needs; reviews existing case records for available information to use in formulating a plan of treatment; develops individual service plans to meet short-term and long-range goals; refers cases to Case Supervisors for assignment to level one Case Managers, recommending services necessary to fulfill individual treatment plans; provides individual and family counseling to adults and children; makes collateral contacts with employers, service providers, and other community resources; works with representative of other agencies in developing and implementing service plans; prepares reports and maintains case files; may serve as an intake worker for a unit or section within a division; may be required to appear in court as an expert witness with or without legal support; may be required to perform call-out duties or take telephone requests after working hours; may provide in-service training in a particular field of expertise; may supervise level one Case Managers, community service personnel, Case Manager Aides, or support staff.

SUBJECT OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

- 1. Interviewing** - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
- 2. 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. You must then choose, from four suggestions, the best order for the sentences.
- 3. Principles and practices of social casework** - These questions test for knowledge of the principles and practices used to provide casework services. Questions may cover such topics as developmental, mental, physical, and social disabilities and/or impairments; assessing client strengths and needs; building and maintaining relationships with clients and their support network; ability to make and advocate for appropriate service referrals; ability to provide advocacy and support; and professional and ethical concerns in casework practice.
- 4. Supervision** - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

The use of calculators is **ALLOWED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

APPLY ONLINE AT WWW.DUTCHESSNY.GOV

*******IMPORTANT**

SEE REVERSE

IMPORTANT*****

No. 2018-0000090

ISSUED: 03/26/2018

FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE AT
www.dutchessny.gov or www.co.dutchess.ny.us

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

RETURNED CHECK FEE: A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

FINGERPRINTING: An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

WEATHER

In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

| | | | | | |
|-----------|----------|-----------|--------|---------|----------------|
| WEOK/WPDH | WKIP/Q92 | WBNR/WSPK | WCZX | WGNV | WRWD/WBWZ |
| 1390AM | 1450AM | 1260AM | 97.7FM | 1220AM | 107.3FM/93.3FM |
| 101.5FM | 92.1FM | 104.7FM | | 103.1FM | |

ALTERNATE TEST DATES may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

RELIGIOUS ACCOMMODATION: – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. Documentation will be required. You will be granted an alternate test date, usually during the following week.

SPECIAL ACCOMMODATION: If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

VETERANS: Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans' credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans' application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

CALCULATORS: Unless otherwise notified, 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.

ADMISSION TO EXAMINATION: Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.

CHANGE OF ADDRESS: Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

RESIDENCE PREFERENCE: Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

MULTIPLE EXAMINATIONS: 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 **no later than two weeks before the test date**. Call 845-486-2169 for further information regarding multiple examinations on the same date.

NOTE: 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.

APPLICATIONS: May be obtained online at www.dutchessny.gov, by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

"HOW TO TAKE A WRITTEN TEST" and questions and answers about **MUNICIPAL CIVIL SERVICE EXAMINATIONS** publications are available on and can be fully downloaded from the New York State Department of Civil Service website www.cs.ny.gov/testing/localtestguides.cfm.