



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN INTERDEPARTMENTAL PROMOTION EXAMINATION FOR:

Title: Case Manager I (Spanish Speaking)

Number: 71018D

Salary: \$43,546-53,055 – Dutchess County (2016 Salary)

Date of Examination: 06/23/2018

Applications Accepted Until: 05/02/2018

Applications postmarked 05/02/2018 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 all units under the jurisdiction of the Dutchess County Department of Human Resources.

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

QUALIFYING EXPERIENCE: Candidates must be permanently employed by the County of Dutchess for a period of six (6) months in the competitive class, or in the non-competitive class under NYS Civil Service Law Section 55-a, immediately preceding June 23, 2018, AND must meet the following requirements: Graduation from high school or possession of a high school equivalency diploma and graduation from a New York State registered or regionally accredited college or university with a Bachelor's degree.

SPECIAL REQUIREMENT:

1. Possession of a valid New York State Driver License at time of appointment and to maintain position.
2. Candidates must be fluent in understanding, speaking, reading, writing and translating Spanish.

DUTIES: This is a very responsible position involving the delivery of human services to members of the community upon request or by judicial determination of the necessity for such services. This position is identical to Case Manager I with the exception of the required ability of the incumbent to be bilingual to specifically work with Spanish speaking individuals.

EXAMPLES OF WORK (Illustrative Only): Provides service planning and undercare to assigned caseloads in the forms of interviewing, counseling, coordination, linking, advocacy for ancillary services, and transportation; serves as program administrator in areas such as institutional undercare, housing, or post-institutional service delivery; studies background and need for care of children referred, securing information from the child, the family, relatives, schools, churches, family courts, agency personnel, and outside agencies; provides preventive services to families of high risk children to avert foster care; in consultation with supervisor determines necessity and location for foster placement; provides preventive and protective services to adults, including the elderly, disabled and mentally ill; oversees the care of children in foster homes; works with abusive or neglecting parents for the purpose of rehabilitation and parental behavior modification; promotes, preserves or re-establishes family relationships; if necessary offers parent(s) an adoption plan; establishes a relationship with individuals and families to insure provision of services; determines need for services via client contact; authorizes expense payments; advocates for individuals and families in times of crisis; maintains liaison with community agencies and resources for purpose of client referral; works closely with other staff such as Case Manager Aides in carrying out the service plan; composes and maintains case records on assigned caseloads; prepares and regularly reviews service plans; maintains a daily activity log for accountability; prepares affidavits and petitions and appears in court on behalf of agency; may be required to certify and/or recertify supervised or non-supervised housing; may supervise Case Manager Aides or support staff; may be required to respond to telephone requests after working hours.

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.
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 the Information Presentation questions, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the restatement which presents the original information most clearly and accurately. For Paragraph Organization questions, you will be given paragraphs with their sentences out of order. You must then choose, from four choices, the best order for the sentences.

"A Guide to the Written Test for the Caseworker Series" is available at the New York State Department of Civil Service website: www.cs.state.ny.gov/testing/localtestguides.cfm. Candidates not having access to a computer or the internet may request a copy of this test guide from the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601.

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 (Case Manager I) 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 (Case Manager I) 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 (Case Manager I) 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 (Case Manager I) 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).

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
No. 2018-00000105

SEE REVERSE

*****IMPORTANT
ISSUED: 04/06/2018

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.

SENIORITY shall be computed from the date of original permanent appointment in the classified service.
One point for each creditable five-year period up to a maximum of five points as follows:

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| Less than 1 year-----0 points | Over 11 years up to 16 years-----3 points |
| 1 year up to 6 years-----1 point | Over 16 years up to 21 years-----4 points |
| Over 6 years up to 11 years-----2 points | Over 21 years up to 26 years-----5 points |

Transfer from service in other government units within New York State shall be included in computing seniority.

GENERAL INFORMATION – INTERDEPARTMENTAL PROMOTIONS

On Interdepartmental Promotion eligible lists, preference will be given to employees in the department where the vacancy exists before eligibles employed in other departments are certified. Any current department promotion lists will be certified before an interdepartmental eligible list is certified. The position the promoted individual vacates will only be filled on a temporary basis or contingent permanent basis pending the satisfactory completion of their probationary period. At any time during the probationary period the employee can return to the position that he or she was promoted from.

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 | WGNY | 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.