

# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900

ALBANY, NEW YORK 12207

CIVIL SERVICE PORTAL: <https://albany-portal.mycivilservice.com/> EMAIL: [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com)

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

## CASEWORKER

Exam # 50001

**APPLICATIONS ARE ACCEPTED CONTINUOUSLY AND EXAMINATIONS ARE HELD BY APPOINTMENT DURING BUSINESS HOURS. APPROVED CANDIDATES WILL BE CONTACTED BY MAIL OR EMAIL AND OFFERED THE OPPORTUNITY FOR TESTING ON A ROLLING BASIS.**

Successful candidates' names will be inter-filed on the eligible list for a period of one (1) year. Names will appear on the list in the order of the final score regardless of the date the examination was taken.

**FILING FEE: \$20.00 non-refundable** filing fee for each application submitted. Submit application and credit card payment online via the Civil Service Portal at the web address above. If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. **A maximum of two (2) application filing fees per calendar year will be waived for current legal residents of Albany County and/or current employees of a**

**department of Albany County Government and/or a military veteran or an active-duty service member.** (Employees of NYS Government, school districts, towns, villages and libraries are not eligible for the employee waiver but may be eligible for the resident waiver.) Submission of a filing fee, even if you are eligible for a waiver, shall constitute relinquishment of the waiver and payment will be deposited. You may use any remaining waivers within the calendar year. The filing fee is waived for those receiving public assistance or unemployment benefits and the application must be accompanied by a completed Fee Waiver Request Form (ACS-04).

**VACANCIES:** List will be used to fill future vacancies as they occur in the Albany County Department of Social Services and the Department for Children, Youth and Families.

**SALARY:** \$47,846 - \$53,132

**RESIDENCY REQUIREMENT:**

None to sit for the exam. Pursuant to NYS Civil Service Law Sec. 23.4-a, preference in appointment may be given to those eligibles who are legal residents of Albany County.

**DUTIES OF POSITION:** The work involves responsibility for providing social work services to individuals, including children, families and/or caregivers. An incumbent investigates reports of suspected abuse and maltreatment, and/or assists clients with economic, emotional, social and environmental difficulties by making the necessary service referrals to address the social problems identified throughout the course of a case. The Caseworker, in consultation with a higher level staff member, assesses risk and safety factors impacting individuals, children and families and/or formulates and carries out plans to meet individual and/or family problems of the cases assigned. The work is performed under the general supervision of a higher level caseworker, or Case Supervisor B with extensive mandated training provided through the State and the agency. Does related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements: **EITHER:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of regents to grant degrees with at least a Bachelor's Degree (**copy of transcript is required indicating completion of degree\*\*\***); OR,
- B. Licensed as a Registered Professional Nurse with one (1) year of professional nursing experience.

\*\*\* You need not provide an original or official copy; however, it must indicate completion of the degree (often referred to as "degree conferred" or "degree awarded"), your name and the name of the college/university. We will accept online printouts as long as the aforementioned three items appear on the transcript.

**NOTE:** See general instructions to applicants' page for the experience rating scale.

**SPECIAL REQUIREMENT:** At time of appointment and throughout employment:

1. Possession of a valid New York State driver's license; and,
2. In the Department for Children, Youth and Families: Successful clearance from the State Central Registry in the New York State Office of Children and Family Services **and** the State Justice Center for the Protection of People with Special Needs (Background investigations are conducted by the appointing authority).

**Statement Pertaining to Caseworker Examinations:** 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:
  - a. January 1 – June 30
  - b. 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).

**SCOPE OF EXAMINATION:** There will be a written test which you must pass in order to be considered for appointment. It will evaluate knowledge, skills, and/or abilities in such areas as:

- A. 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.
- B. 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 be asked questions about the interviewing process and various interviewing techniques.
- C. 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 sentence.

A guide for the written test for the Caseworker series is available at the New York State website at

[https://www.cs.ny.gov/testing/test\\_guides/Caseworker\\_TestGuide.pdf](https://www.cs.ny.gov/testing/test_guides/Caseworker_TestGuide.pdf)

Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

**ELIGIBLE LISTS:** The names of qualified candidates will be placed on the list for a period of one year. Candidates who are not appointed during a given eligibility period who wish to remain on the eligible list should reapply prior to eligibility expiration.

THE PERSONNEL OFFICER RESERVES THE RIGHT TO TERMINATE THIS CONTINUOUS RECRUITMENT PROGRAM AND RE-ESTABLISH PERIODIC, ANNOUNCED DATE EXAMINATIONS.

- ◆ If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may be found on our website, [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice).
- ◆ Unless otherwise notified, candidates are permitted to use quiet, hand-held battery or solar calculators. Devices with typewriter keyboards, spell checkers, PDA'S, address books, language translators, dictionaries or any similar devices are prohibited.

***PLEASE READ THE FOLLOWING PAGE(S) FOR ADDITIONAL IMPORTANT INSTRUCTIONS***

## GENERAL INSTRUCTIONS TO APPLICANTS

### **Application Filing Fee Waiver for County Residents, County Employees and/or Military Veterans/Active-Duty Service Members**

A maximum of two (2) application filing fees per calendar year will be waived for current legal residents of Albany County and/or current employees of Albany County government and/or a military veteran or an active-duty service member. Submission of a filing fee, even if you are eligible for a waiver, shall constitute relinquishment of the waiver and payment will be deposited. You may use any remaining waivers within the calendar year. If you have any questions regarding this policy, please email [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com).

**APPLICATION PROCESS/FORMS:** Submit application and credit card payment online via the Civil Service Portal: <https://albany-portal.mycivilservice.com/>. If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may be found on our website: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice). If you do not have access to a computer, you can request application forms or announcements by mail or by visiting our office at:

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The applicant should be certain that all required sections of the application are completed or disqualification may result. **Education and work experience should be documented on the application regardless if the candidate has elected to attach a résumé.** All statements made by candidates in their applications are subject to verification.

**TRANSCRIPTS:** If a college transcript is required per the announcement, copies of the original are acceptable and should be submitted with the application or as soon as possible after applying. See our transcript policy at: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice)

**EXPERIENCE RATING SCALE:** Experience will be rated as follows: 1-10 hours worked per week = ¼ time; 11-20 hours worked per week = ½ time; 21-30 hours worked per week = ¾ time; 31-40 hours worked per week = full time. On a paper application, when entering average number of hours worked per week, enter a single number that is the closest approximation and **not** a range.

**LAST FILING DATE:** It is the applicant's responsibility to ensure that the application and appropriate filing fee are received by the Albany County Department of Civil Service or postmarked by the United States Postal Service on or before the last filing date of the examination.

**VETERANS' CREDITS:** For the purpose of claiming veterans' credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States **during time of war.**

- Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, and provided they have not previously used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.
- Veterans and disabled veterans who are eligible for additional credit must submit a copy of their separation papers (DD-214) within two (2) months of the last filing date for the examination. Veterans' credits can only be added to a passing score on the examination.
- A candidate currently in the armed forces may apply for and be conditionally granted veterans' credits 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 the 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 veterans' credits.
- If a veteran previously received five (non-disabled) points on an open-competitive examination and subsequently became certified as disabled, he or she would be entitled to receive another five (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.
- If a veteran previously received two and one-half (non-disabled) points on a promotion examination and subsequently became certified as disabled, he or she would be entitled to receive another seven and one-half (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

**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 (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 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.

**ALTERNATE TEST DATE POLICY:** This policy and the required application can be found on our website: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice). The policy clearly states the specific circumstances whereby a candidate may be eligible for an alternate test date. The candidate will be contacted by email or phone to make arrangements. Be aware that alternate test dates are during our normal business hours.

**SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements when applying. Candidates who are called to military service after filing an application should contact Albany County Civil Service as soon as possible at [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com) or (518) 447-7770.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

### **ELIGIBLE LISTS:**

- For continuous recruitment exams, candidates will have their names placed on the eligible list for a maximum period of one year in the order of their exam score regardless of the date on which they took the exam. Rank on the list changes regularly depending on declinations, appointments and new names being added to the list.
- For all other types of exams, eligible lists are in effect for a minimum of one year up to a maximum of four years unless superseded by a new exam.
- Changing conditions may make it necessary to canvass future vacancies at higher or lower salaries than those originally announced.

**CONTACT THIS OFFICE AT [CSINFO@ALBANYCOUNTY.COM](mailto:CSINFO@ALBANYCOUNTY.COM) OR (518) 447-7770 WITH ANY QUESTIONS.**

THE NEW YORK STATE HUMAN RIGHTS LAW (ARTICLE 15) PROHIBITS DISCRIMINATION IN EMPLOYMENT BECAUSE OF AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, SEXUAL ORIENTATION, MILITARY STATUS, SEX, MARITAL STATUS OR DISABILITY.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER