

PLEASE POST CONSPICUOUSLY

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DELAWARE COUNTY PERSONNEL OFFICE  
announces **OPEN COMPETITIVE EXAMINATION FOR  
CASEWORKER TRAINEE  
CONTINUOUS RECRUITMENT**

Updated 7/1/16

**Applications accepted continuously**

**The exam will be scheduled on Saturday providing there are other civil service exams already scheduled.**

**NOTICE: ONLY APPLICATIONS SUBMITTED TO THE DELAWARE COUNTY PERSONNEL OFFICE WILL BE CONSIDERED FOR THIS EXAMINATION.**

**EXAMINATION FEE:** A fee of \$15.00 is required for each separately titled examination for which you apply. The required fee **MUST** accompany your application or you will not be approved to take the examination. Send your CERTIFIED CHECK OR MONEY ORDER payable to the Delaware County Personnel Office. Write the examination number(s) on your check or money order. **\*\*\*PERSONAL CHECKS WILL NOT BE ACCEPTED.\*\*\*** No refund of fees will be allowed whether or not you meet the minimum qualifications. You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

**EXAMINATION FEE WAIVER:** A waiver of examination fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for examination fee waiver are subject to verification. If you can verify eligibility for examination fee waiver, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application by the Last Filing Date as listed on the Examination Announcement. "Request for Examination Fee Waiver and Certification" forms may be obtained in the Personnel Office or online at [www.co.delaware.ny.us](http://www.co.delaware.ny.us) click on departments and then personnel. Waivers will not be considered if filed after the last filing date.**

**LOCATION OF POSITIONS:** Delaware County Department of Social Services, Delhi, New York

**SALARY:** \$36,493

**DUTIES:** This is a trainee position in the competitive class for which candidates are selected to serve a term of appointment for one year. An appointee who satisfactorily completes one year of permanent competitive class service as a Caseworker Trainee will be advanced to the position of Caseworker without further examination. The incumbent learns how to formulate and carry out plans to meet the individual problems of the cases assigned. The work involves providing limited professional casework services to clients and their families in a local social services district while undergoing extensive formal and informal inservice training in applicable laws, regulations and social casework practices and procedures. Incumbents must be able to work and stay calm in stressful situations particularly those requiring crisis intervention. The work is performed under the direct supervision of a caseworker or other supervisory or administrative staff. Does related work as required.

**MINIMUM QUALIFICATIONS:**

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

**NOTE:** Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

Possession of a valid New York State driver's license is required at time of appointment and maintained during employment.

**Candidates claiming college credits MUST submit a copy of their official transcript(s).**

**RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.**

**NOTE:** Unless otherwise specified, all required experience must be fulltime paid or its parttime paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required coursework by the date of the examination, he/she may be approved conditionally to take an examination pending verification of successful completion of all experience and training requirements.

**APPLICATION DEADLINE POLICY:** All applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department before the close of business on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if received on or before the Application Deadline. Applications that are received after the Application Deadline and are not received in the Personnel Department by the Application Deadline will not be accepted.

**RESIDENCY REQUIREMENT:** Candidates must have been residents of Delaware County or contiguous counties for at least four months immediately preceding the examination date.

The NYS Civil Service Department publication "How to Take a Written Test" is available on and can be fully downloaded from the Department's web site at [www.co.delaware.ny.us](http://www.co.delaware.ny.us) click on departments and then personnel.

A "Guide to Taking the Written Test for Caseworker" is available containing sample test questions and solutions, similar to the questions that will appear on the exam. Candidates who wish a copy of the Guide should call or write the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753 (607-832-5678) or access our web site at [www.co.delaware.ny.us](http://www.co.delaware.ny.us) click on departments and then personnel.

**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:** 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.

**NOTICE TO CANDIDATES:** Unless otherwise notified, you are permitted to use quiet, hand-held, solar/battery powered calculators. Calculators with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices **are prohibited**. You may not bring books or other reference materials.

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:
  - i. January 1 - June 30
  - ii. 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).

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.

Applications for examination can be obtained from the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753. **RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.** A separate application must be filed for EACH examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Delaware County Personnel Office reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Delaware County Personnel Office is NOT responsible for lost or misdirected mail.

If you are unable to take this examination due to an **emergency situation**, and you wish an alternate test date, you **MUST** call the Delaware County Personnel Office with your request by noon of the next working day following the test date.

**\*\*\*Religious Accommodation\*\*\*** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with religious observance or practice, check the box under "Special Arrangements." We will make arrangements for you to take the test on a different date (usually the following Monday).

**\*\*\*Handicapped Persons\*\*\*** If special arrangements for testing are required, please indicate this on your application.

**\*\*\*Active Duty Military Personnel\*\*\*** Pursuant to Section 243b of the Military Law applicants who are unable to take this examination on the regular examination date because of active military duty may be eligible to take a special military make up examination. If you are on active military duty and unable to take this exam on the regularly scheduled examination date, please indicate this on your application. You will then be sent additional information regarding a military make up examination.

**\*\*\*Veterans or Disabled Veterans\*\*\*** Who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score. 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's the responsibility of the candidate to provide appropriate proof indicating 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 veteran's credits.

**\*\*\*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.

DELAWARE COUNTY IS AN EQUAL  
EMPLOYMENT OPPORTUNITY EMPLOYER

DELAWARE COUNTY PERSONNEL OFFICE  
TEDDIE STOREY, PERSONNEL OFFICER