

PLEASE POST CONSPICUOUSLY
MADISON COUNTY PERSONNEL/CIVIL SERVICE
COUNTY OFFICE BUILDING
WAMPSVILLE, NEW YORK

#66747 CASE ASSISTANT
(Open Competitive)

#75974 CASE ASSISTANT
(Promotion)

DATE OF EXAMINATION:
July 16, 2022

APPLICATIONS ACCEPTED UNTIL:
May 27, 2022 at 4:00 p.m.

To apply for exams:

- **Online:** Go to <https://madison-portal.mycivilservice.com/exams>. A \$15.00 application fee *plus \$1.00 surcharge is required for credit or debit card payments.
- **By Mail:** Applications can be downloaded from the Personnel Department's website at: <https://www.madisoncounty.ny.gov/301/Personnel-Forms>. Must include a \$15.00 **money order** made payable to *Madison County Treasurer*. Cash or checks are not accepted.
- Applications and non-refundable payment must be received or postmarked by the application deadline. Disapprovals will not result in a refund. Carefully compare your qualifications against the minimum qualifications listed on the announcement and apply for only those examinations for which you clearly meet the required qualifications.
- If you are a Madison County employee and are represented by the CSEA White Collar Unit, you are not required to submit a processing fee under the current negotiated agreement.

SALARY: \$19.92/hour (2022 Hire Rate)

VACANCIES: The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in the Madison County Department of Social Services.*

*Where a vacancy exists for Case Assistant, preference in certification from the promotional eligible list will be given. The open competitive eligible list will be certified after the promotional list has been exhausted.

An open competitive and a promotional examination will be conducted for this title. Candidates may only file for one examination, not both. Please read this announcement carefully since qualifications vary.

OPEN-COMPETITIVE RESIDENCY: There are no residency requirements for this examination. Preference in certification may be given to successful candidates who have been legal residents of Madison County for at least one month prior to the date of certification.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

DISTINGUISHING FEATURES OF THE CLASS: The work in this class supports casework and school and youth staff in the implementation of programs to strengthen the personal skills of youth and families. An incumbent provides basic outreach services such as providing transportation, supervising visitation, making home visits, assisting clients and staff in completing necessary paperwork, assisting clients in obtaining personal needs as well as supporting facilitation of individual and group programs. The preventive programmatic aspects of the position include helping to strengthen the parent/child relationship, improving youth futures through offering services, opportunities and supports to youth, and improving parenting skills to help to optimize the home environment for the physical and mental well-being of children who are or who are at risk of being abused, neglected or placed in foster care. Duties include direct work with youth and families and the performance of clerical and related office tasks. The work is performed under the direct supervision of the caseworker or school and youth staff charged with the responsibility of providing services and the general supervision of the Deputy Commissioner for Family Services. Supervision over the work of others is not a function of an employee in this class. The incumbent performs related work as required

MINIMUM QUALIFICATIONS: Either:
OPEN-COMPETITIVE:

- Graduation from a regionally accredited or New York State registered college or university with an associate's degree, or higher; OR
- Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid, or its part-time equivalent, paraprofessional or professional experience in a human services agency which shall have involved client or patient contact; OR
- Three (3) years of experience as a parent or foster parent; OR
- An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

PROMOTION: Limited to employees with at least three years of full-time continuous permanent competitive class status in an entry level clerical position in the Department of Social Services.

SENIORITY POINTS will be added to the written test score of candidates who pass the written test in accordance with County policy. Rating is based on the length of continuous permanent classified service. A copy of the seniority policy is available from the Madison County Personnel/Civil Service Department or a copy is posted on the Madison County Personnel Department's intranet page.

SPECIAL REQUIREMENT: Candidates must possess a valid NYS Driver's License at the time of application and maintenance of said license for the duration of appointment. .

OPEN-COMPETITIVE-PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES SCREENING:

When you are offered a permanent, full-time or permanent, part-time appointment at Madison County, the offer of employment is contingent upon successful completion of a pre-placement physical and controlled substance screening prior to employment.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

Applying Information: These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

Working with People in Human Services Situations: These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

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.

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.

Use of a hand-held, battery or solar powered calculator for this exam is RECOMMENDED. Cell phones and devices 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.

OTHER INFORMATION FOR CANDIDATES: 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 on line at: <https://www.cs.ny.gov/testing/testguides/cfm>.

NOTE: Bring positive identification to the written examination such as a driver's license, passport or student identification which contains a photo and your signature. Candidates will not be admitted without the proper identification.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application 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 application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.** You may call/write the Madison County Personnel/Civil Service Department, P.O. Box 636, Wampsville, NY 13163; (315) 366-2341 or you can download the form from the Madison County Personnel Department's website <https://www.madisoncounty.ny.gov/301/Personnel-Forms>.

TIME AND PLACE OF EXAMINATION: Accepted candidates will be notified by letter when and where to appear for this examination. If notice of acceptance or disapproval is not received at least three days prior to the examination date, please call this office at (315) 366-2341.

The written test is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to the written test.

FOR OPEN-COMPETITIVE EXAMS ONLY: ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF DEPUTY SHERIFFS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:

In conformance with section 85-a of the Civil Service Law, children of deputy sheriffs 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 deputy sheriff 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.

VETERAN'S CREDIT: 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 credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may 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 credit.

THOSE REQUIRING RELIGIOUS ACCOMMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE. QUALIFIED CANDIDATES MUST BRING THEIR SOCIAL SECURITY NUMBER TO THE EXAMINATION AS THIS WILL BE USED AS THEIR IDENTIFICATION NUMBER IN THE EXAMINATION.

ISSUED: May 3, 2022

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER