

OSWEGO COUNTY



HUMAN RESOURCES DEPARTMENT

46 EAST BRIDGE STREET

OSWEGO, NEW YORK 13126

PHONE: (315) 349-8209 + FAX: (315) 349-8254

oswegocounty.com/humanresources

EXAMINATION ANNOUNCEMENT

PRINCIPAL CASEWORKER AIDE

EXAMINATION NUMBER: 89119010 (Open to the Public)

EXAMINATION DATE: Saturday, January 18, 2025

LAST FILING DATE: Wednesday, December 11, 2024 (Applications will **NOT** be accepted after this date)

EXAM FEE: Exam Fee Waived

2025 PAY RATE: \$24.53 per hour.

JOB DESCRIPTION: This position is responsible for planning, scheduling, mapping and supervising transports of children and adults receiving child welfare services. This position schedules routes, receives and manages referrals from Caseworkers, and ensures safe and timely transportation of clients to various appointments and visitations. They monitor transportation costs, and maintain records as required. This position plans the work a team of Caseworker Aides (CWAs) and Sr. CWA that carry out the transportation and supervise visitations between parents and children that have been removed from the parents' care. The work is performed under the direct supervision of senior casework staff with independent judgment and action allowed for routine duties. The incumbent does related work as required.

RESIDENCY REQUIREMENTS: Candidates must be legal residents of Oswego County for a minimum of four (4) months immediately preceding the date of the exam.

MINIMUM QUALIFICATIONS:

Education, specialized background, training and experience.

- A. Possession of an associate's degree in psychology, sociology, social work, human services or closely related field; and two (2) years of para-professional experience in a social service or community service agency, hospital, or physician's office which shall have involved client or patient contact; OR
- B. Completion of sixty (60) semester credit hours including 12 credit hours in the social sciences or behavioral sciences (psychology, sociology, anthropology, counseling, criminal justice, public justice, gerontology, human behavior, social work, vocational rehabilitation, economics, geography, history, political science); and two (2) years of para-professional experience in a social service or community service agency, hospital, or physician's office which shall have involved client or patient contact; OR
- C. Graduation from high school or possession of an equivalency diploma and four (4) years of experience para-professional experience in a social service or community service agency, hospital, or physician's office which shall have involved client or patient contact; OR
- D. An equivalent combination of training and experience as defined by the limits of "A," "B," and "C" above.

NOTE: Your degree or credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of

Education/U.S. Secretary of Education. If your degree or credit hours were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You may contact the Human Resources Department for a list of acceptable companies who provide this service. You must pay the required evaluation fee.

NOTE: Unless otherwise noted, experience credited towards meeting the minimum qualifications must be paid work experience. Volunteer experience will only be credited if specified on the exam announcement.

NOTE: Applicants may be approved conditionally to take civil services examinations if the minimum educational requirement is met within 12 months from the examination date. As proof of satisfactory completion of the minimum educational requirement, conditionally approved candidates are responsible for submitting a copy of their college transcript within 12 months of taking the exam. Names of conditionally approved candidates will be restricted on the eligible list and will not be certified for appointment(s), until a copy of their college transcripts is received.

SPECIAL REQUIREMENT: Possession of a current, valid, New York State driver's license at time of appointment. Maintenance of license required throughout the course of employment. The job requires the ability to work a flexible work schedule, work additional hours and/or be on-call dependent upon the needs of the Department.

SCOPE OF THE WRITTEN EXAM: 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.

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.

Use of a calculator is **RECOMMENDED** for this exam.

NO TEST GUIDE AVAILABLE – The New York State Department of Civil Service has not prepared a Test Guide for this examination. Test Guides published by the New York State Department of Civil Service are usually targeted to specific, entry-level titles. Test Guides are not provided for every examination. Candidates should focus their examination preparation upon the “Scope of the Written Exam” and other information listed on the examination announcement. Candidates may also find information contained in the publication “How to Take a Written Test” helpful in preparing for this examination.

The New York State Department of Civil Service is making a copy of this publication available on its Website at <https://www.cs.ny.gov/testing/testguides.cfm>. In addition, a copy of this publication is available upon request from the Oswego County Human Resources Department or may be downloaded from the web at <http://www.cs.ny.gov/pio/publications/howtotakeawrittentest.pdf>.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Oswego County. Additional information is available at <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>.

MULTIPLE EXAMS SCHEDULED FOR THE SAME DAY (CROSS-FILING):

- If you have applied to take exam(s) announced by another jurisdiction (county, city, state) scheduled on the same day as this exam, you must make arrangements (no later than two weeks before the date of the exam) to take all exams at one test site.
- If you have applied for both State and Local (county/city) government examinations, you must take all your examinations at the State examination center. You must notify the local government civil service agencies with whom you have filed an application of your intent to take both a State and Local exam on the same day. You will be advised by letter when and where to report for your examinations. You must bring all admission letters for all exams with you to the State site.
- If you have applied for multiple Local exams you must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination. For Oswego County examinations complete a “[Cross Filer Notification](#)” form, available at the Oswego County Human Resources Department or online at <http://www.oswegocounty.com/humanresources/forms>, and send to Oswego County Human Resources Department, 46 East Bridge Street, Oswego, NY 13126 or FAX to (315) 349-8254 or call (315) 349-8209. **If you are taking multiple exams on the same date with the Oswego County Human Resources Department only, you do not have to file a cross filer form.**

APPLICATION DEADLINE POLICY: Application/exam fee must be submitted to the Oswego County Human Resources Department or through the online portal before the close of business at 4:00 p.m. on the last file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file date. Applications that are received through inter-office mail, e-mail, or via facsimile must be received before the close of business at 4:00 p.m. on the last file date or they will not be accepted.

OSWEGO COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER.

ISSUED: November 5, 2024
Julie A. Bell
Director of Human Resources

GENERAL INSTRUCTIONS

1. Applications and additional information can be obtained at the Human Resources Department, Oswego County Office Building, 46 East Bridge Street, Oswego, New York 13126, or by calling (315) 349-8209, or on the web at <http://www.oswegocounty.com/humanresources>.
2. Applications postmarked after midnight of the **Last Filing Date** will not be considered eligible for this examination.
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and all statements made by candidates are subject to verification.
4. Applicants must answer every question on the application form. Incomplete applications will be disapproved.
5. Accepted candidates will be notified when and where to appear for exam. None will be admitted to the examination without the official admission notice. If an application is rejected, due notice will be sent. The department does **not** make formal acknowledgment of the receipt of an application.
6. If you have not received your notice to appear for the exam three days before the exam date, call (315) 349-8209.
7. If special arrangements for testing are required (i.e. religious observance, disability), submit written request describing your needs with the application form.
8. Unless otherwise noted, 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.
9. Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" prior to the establishment of the eligible list. Forms are available upon request at the Human Resources Department.
10. Military Service members on active duty on the exam date may request a military makeup exam by calling (315) 349-8209. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
11. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
12. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
13. Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of an emergency no later than 4:00 p.m. on the next business day following the test.
14. This examination 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 exams will apply to this examination.
15. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
16. The eligible list will remain in force for at least one (1) year and may be extended by the Director of Human Resources for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
17. Special Requirement for Appointment in School Districts and CITI: 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 CITI as involving direct contact with students, a clearance for employment from the State Education Department is required.
18. In accordance with the Child Abuse Prevention Act of 1985, candidates for appointment to Oswego County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Oswego County.
19. Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.