



Ontario County Department of Human Resources  
3019 County Complex Drive  
Canandaigua, NY 14424

[www.co.ontario.ny.us](http://www.co.ontario.ny.us) ~ ~ (585) 396-4465

*Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful*

*Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community*

## CASE SUPERVISOR, GRADE A

Civil Service Exam held in Ontario County  
(Open to the public)

<u>Exam Date</u>	<u>Exam Number</u>	<u>Application Fee*</u>	<u>Application Deadline</u>
March 28, 2020	68-995	\$15.00 (Do not send cash)	February 12, 2020

\*The non-refundable Application and Administrative Fees must be submitted at time of application (credit or debit card only).

A \*Fee Waiver is available to candidates who meet the requirements.

It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

**Pay Rate:** Ontario County 2020 starting salary: \$58,071 (\$29.78/hr.)

**Vacancy:** This examination is being held to establish an Eligible List to fill future vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from this Eligible List. If an eligible accepts a Contingent-Permanent appointment their name will be removed from the Eligible List only for the department or agency in which she/he received the Contingent-Permanent appointment. Once appointed, there will be a probation period of 8 to 52-weeks based on performance of duties.

Eligible Lists established by Ontario County Department of Human Resources are used to fill vacancies in Ontario County Government, its Cities, Towns, Villages, School Districts, Fire Districts, and public libraries, the Finger Lakes Community College, Geneva Housing Authority, and the Wayne-Finger Lakes BOCES.

**Residency Requirements:** Candidates must have been legal residents of Ontario, Livingston, Monroe, Seneca, Steuben, Wayne, or Yates County for at least one month immediately preceding the examination date.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

**Qualifications:** County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

**Minimum Qualifications:** Either:

1. Master's Degree from a regionally accredited college or university or one recognized by the New York State Education Department in social work and three (3) years' paid experience, or its part-time equivalent, in social work with a public or private agency adhering to acceptable standards, two (2) years of which shall have been in a supervisory capacity; OR
2. Bachelor's Degree from a regionally accredited college or university or one recognized by the New York State Education Department and five (5) years' paid experience, or its part-time equivalent, in social work with a public or private agency adhering to acceptable standards, two (2) years of which shall have been in a supervisory capacity; OR

**Minimum Qualifications:** (continued)

3. An equivalent combination of training and experience as set by the limits of (1) and (2).

Note: Advanced education degree received, in a program or specific field noted above, will be accepted in lieu of the minimum education noted.

**Special Requirement for Appointment:** Certain assignments made to employees in this class will require access to transportation to meet field work assignments made in the ordinary course of business in a timely and efficient manner.

**Anticipated Eligibility:** Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

**Job Description:** This position involves planning, coordinating, and supervising the work of several teams within the Services Unit of the Department of Social Services. The work is performed under the administrative supervision of the Director of Social Services. Direct supervision is exercised over Grade B Supervisors and other subordinate staff. The Case Supervisor, Grade A recommends casework and group work policies and procedures for the unit and is responsible for standards of social casework in accordance with agency policy and ensuring compliance with State and Federal mandates. Does related work as required.

**Controlled Substance Screening:** When you are offered a full-time or part-time, permanent or contingent permanent appointment at Ontario County, you will be required to complete a controlled substances screening prior to employment.

**Background Investigation:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

**Subjects of Examination:** A test designed to evaluate knowledge, skills and/or abilities in the following areas:

**1. 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.

**2. Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

**3. Organization and administration of social services casework programs** - These questions test for knowledge and ability to provide management and direction in a Social Services casework program. Questions may cover such topics as planning and evaluating casework services; staff assignment, work performance, training staff, case consultation, interpreting and applying Social Services laws, regulations, and standards; developing and implementing relevant policies and procedures; maintaining organizational effectiveness and efficiency; and communicating with and representing agency programs and services to community agencies, individuals, and groups.

**Subjects of Examination:** (continued)

**4. Administrative supervision** - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

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>.

Candidates are allowed 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. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:  
CHANNEL 10 NEWS, NEWS10NBC.COM, and 1550 AM RADIO STATION.**

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources). Completed applications and application fees must be filed by 11:59 p.m. on **FEBRUARY 12, 2020**.

It is the candidates' responsibility to keep their contact information (email address, phone number & USPS mailing address) current. The Address Change Form can be found at the Ontario County Department of Human Resources website: [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources). To be considered for preference in certification based on residency, you must include the city and/or town/village and school district you live in. All communication is done electronically through the applicant provided email address.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

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

**Disabled persons:** If special arrangements for testing are required, indicate this on your application form.

**CROSSFILER: Applying for Civil Service Examinations in Multiple Agencies When The Exams are Scheduled on Same Date:** If you have applied to take a written test for other local jurisdictions (county, town, city) scheduled 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 of the test site at which you wish to take your examination, 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. You must provide a list of all exam titles, numbers and locations for which you have applied. For this examination, write to Ontario County Department of Human Resources, 3019 County Complex Drive, Canandaigua, New York 14424.

\*The required **NON-REFUNDABLE application and administrative fees** must be submitted at time of application. If your application is disapproved, the fees will not be returned to you. Do not send cash, check or money order. If you are approved and do not appear for the examination, you forfeit the fees as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. The Fee Waiver Form can be found at the Ontario County Department of Human Resources website: [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources).

**Special requirement for appointment in school districts or 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.

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.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

**Evaluation of foreign post-secondary education:** Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**Public Service Loan Forgiveness Program (PSLFP)** - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <https://studentaid.ed.gov>

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith  
Director of Human Resources

Case Supervisor, Grade A  
Exam No. 68-995  
Issued: January 15, 2020