



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

www.ontariocountyny.gov ~ ~ (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

JOB OPENING NOTICE

POSTING DATE*: FROM: 8/26/2026 TO: 9/4/2026

JOB TITLE: Caseworker Trainee (HELP Program)

RATE OF PAY: \$31.80/hr

LOCATION: Ontario County Department of Social Services

NOTE: Under the NY HELP Program, the Civil Service Exam for this title has been waived. For additional information regarding the NY HELP Program, please visit <https://www.cs.ny.gov/help/faq.cfm>.

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

Possession of Bachelor's Degree or higher.

APPLICATION DEADLINE / LAST FILING DATE*: 9/4/2026 or until filled

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

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, disabilities or, 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.

Rev. 7/16/2016

THE HELP PROGRAM

HIRING EMERGENCY LIMITED
PLACEMENT

CONTACT

ONTARIO COUNTY HUMAN RESOURCES
FOR MORE INFORMATION



(585) 396-4465

EMPLOYEES HIRED UNDER THE HELP PROGRAM:

- Must meet the minimum qualifications of the position for which they are applying and any other conditions of employment.
- Will be eligible for permanent appointment after completing a one-year probationary period and will be granted non-competitive status after successful completion of the probationary period.

WE OFFER:

- Excellent benefits and tuition assistance programs.
- Paid holidays. New employees start with five additional vacation days.
- Regular raises.

This temporary program allows for a waiver of Civil Service Examinations for certain titles, in an effort to get qualified candidates quickly into vacant positions.

WE'RE HIRING: Caseworker Trainee Ontario County Department of Social Services

Starting 2026 Salary: \$62,010/yr (\$31.80/hr)

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.

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SPECIAL NOTE: EDUCATION: Your degree 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 was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

www.ontariocountyny.gov

APPLY TODAY!



CASEWORKER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: 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. Work is performed under close supervision with in-service training provided through the agency's Staff Development Coordinator and Services supervisory staff. The incumbent learns how to formulate and carry out plans to meet the individual problems of the cases assigned. The incumbent also provides social work services for individuals and/or their families, including children, to assist them with their economic, emotional, social, and environmental difficulties. Work is performed under the direct supervision of a higher-level staff. Supervision over the work of others is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Learns and performs:

- Identifies the need for services through in-depth, face-to-face interviews and discussions with clients;
- Provides strength-based casework counseling to individuals and families to motivate them to increase their own capacity and confidence in their ability to handle problems;
- Formulates and implements plans with families or individuals to meet their needs;
- Assesses the need for and arranges support services that may be required for the adults or children being served and facilitates client's referral to needed services;
- Maintains liaison with various agencies to which individuals and families have been referred for services;
- Coordinates and monitors services in order to provide the client with a cohesive plan and, where necessary, update plans;
- Studies the background and need for service, protection, or care of clients referred, securing information from the client, the family, relatives, schools, churches, family courts, and other agencies;
- Provides or arranges protective or placement services for clients;
- Determines at which level of care the client's needs can best be met;
- Reviews existing case records for available information for use in formulating a plan of care;
- Reviews and updates cases periodically to determine change in individual's or family's situation affecting need for service;
- Prepares and submits written materials in a timely fashion for case records, computer data entry, the courts and referrals.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to learn a working knowledge of Federal, State and local social services laws and programs; ability to learn a working knowledge of current principles, practices and techniques of social casework; ability to acquire skill in interviewing techniques; ability to understand and empathize with the needs and concerns of others; ability to establish and maintain successful relationships with people; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and cultures; ability to operate a personal computer and utilize common office software programs; ability to communicate effectively both orally and in writing; ability to manage multiple priorities; good problem solving skills; good powers of observation; timeliness; good judgment; emotional maturity; tact and resourcefulness; physical condition commensurate with the demands of the position.

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APPROVED: FEBRUARY 12, 1993

REVISED: 5/23/18, 2/5/19; 1/29/20; 7/28/22

CIVIL SERVICE CLASSIFICATION: COMPETITIVE