

ALLEGANY COUNTY DEPARTMENT OF
HUMAN RESOURCES/CIVIL SERVICE

7 Court Street, Room 216
Belmont, New York 14813
Telephone: 585-268-9212 Fax: 585-268-9742

EXAMINATION TITLE: Case Manager

NUMBER: 72143

PROMOTIONAL

SALARY: \$21.9286~ \$27.3207/hr.

EXAMINATION DATE: December 11th or 12th, 2021 *

Applications must be received in this office by **4:00 PM** October 26, 2021 or be postmarked with that date.

*Please contact this office if you do not receive your admission notice within three days of the examination date.

Vacancies: The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in Allegany County Department of Social Services.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. **INCOMPLETE APPLICATIONS MAY BE DISAPPROVED.** For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 – Phone 585/268-9212.

ATTENTION CROSS-FILERS:

ADDITIONAL REQUIREMENT:

-If you have applied for **both State and Local** government examinations, you must take your examinations at the State examination center. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You will be advised by letter when and where to report for your examinations.
-If you have applied for **other Local** government exams, you may select which location to appear for the exams. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You must also 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 exams.

The Cross Filing Form may be found on our website at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.

PROMOTIONAL QUALIFICATIONS:

1. 36 months permanent competitive class status as a Social Welfare Examiner **or**;
2. 24 months permanent competitive class status as an Employment Specialist **or**;
3. 18 months permanent competitive class status as a as a Senior Social Welfare Examiner.

DUTIES:

Under general supervision of the Senior Case Manager and the Principal Social Welfare Examiner, the Case Manager determines financial eligibility and benefit levels for otherwise eligible Public Assistance applicants and recipients, assess the need for support services, makes referrals as appropriate, and monitors cases with the overall goal of client self-sufficiency. Incumbents of this title perform client case management activities consistent with public assistance program guidelines, requirements and objectives in order to insure the client is aware of and receives the necessary support from the available internal and community programs. The title differs from Employment Specialist and Social Welfare Examiner series because of additional case management responsibilities in which the incumbents also assess need, make referrals as appropriate and monitor effectiveness of supporting social, child support, and employment services. Incumbents function with considerable independence and latitude for the exercise of independent judgment. Does related duties as required.

SUBJECT OF EXAMINATION:

Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance

You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits.

You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance.

Previous knowledge of Social Services programs or the eligibility process is not required.

Recording case notes

You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.

Interviewing

You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

Test guide:

A Guide for the Written Test for **Social Welfare Examiner** is available at the New York State website: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

Religious Observers – Disabled Persons: If special arrangements for testing are required, please indicate this on your application form.

VETERANS OR DISABLED VETERANS desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

ADDITIONAL EXAMINATION CREDIT TO 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.

SENIORITY CREDITS: Points will be added to an eligible score as follows:

Seniority* - - - - for each year - 0.2 credits.

*Rating of seniority is based on the length of continuous competitive class service up to a maximum of 20 years.

Use of calculators is ALLOWED

Devices with typewriter keyboards, 'Spell-Checkers,' 'Personal Digital Assistants,' 'Address Books,' 'Language Translators,' 'Dictionaries,' and any similar devices are prohibited.

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

ISSUED: 9/27/2021

ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This announcement is also available on the Internet at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.