

**CASEWORKER (PROM)**  
**RC/EL # CR-9**

Applications are accepted continuously pursuant to the following schedule:

**Examination to be held:**  
**July 13, 2024; Last Filing Date June 13, 2024**  
**January 11, 2025; Last Filing Date December 12, 2024**

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

1. **If applying online, completed applications must be submitted by 11:59 PM EST on the on the last filing date.**
2. **If applying by mail, completed applications must be postmarked no later than the on the last filing date.**

**VACANCIES:** Exist in **Rockland County Department of Social Services** and **Rockland County Office for the Aging**. For this promotion examination, eligibles can be appointed only in the department in which they are presently employed. An open-competitive as well as a promotion examination will be given on the same day and qualified candidates may also compete therein by filing a separate application for each. The promotion list will take precedence over the open-competitive list in filling vacancies within the agencies listed.

**SALARY:** In accordance with the appropriate labor agreement.

**WHAT THE JOB IS LIKE:** This is professional-level casework of a moderately difficult nature which involves managing cases in order to provide social services to, and having responsibility for, the well-being of clients, including their financial management. Supervision is received from a higher-level casework professional. Does related work as required.

**MINIMUM QUALIFICATIONS:** You must be currently employed by **Rockland County Department of Social Services** or **Rockland County Office for the Aging** and have two (2) years of permanent competitive class status there in a position or combination of positions allocated to a CSEA salary grade 13 through 16 within a period of three years immediately preceding the date of the written examination. In addition, your experience must include:

1. A Bachelor's degree or higher that included or was supplemented by at least eighteen (18) credits in human or behavioral sciences (e.g., Social Work, Psychology, Sociology, Criminology, Counseling, Education) or comparable curriculum; or
2. A Bachelor's degree or higher and one (1) year of social casework\* experience and/or counseling, mental health or education\*\* experience, or criminal justice casework\*\*\*.

**NOTE:** All experience indicated in #2, above, shall be paid professional-level experience and must have been gained after completion of a Bachelor's degree. Unpaid experience, such as internships, externships, and/or volunteer experience, shall not qualify.

**SPECIAL REQUIREMENTS:** **When employed in the Office for the Aging or any other department other than the Department of Social Services:**

Possession of a valid driver's license or accessibility to transportation to meet fieldwork requirements in a timely and efficient manner.

**When employed in the Rockland County Department of Social Services:**

1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.
2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-A). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.

\*Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews, and referrals of needed services. Social casework does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

\*\*Education experience is defined as experience gained while in a credentialed teacher position, performing work as a guidance counselor, social worker, or mental health counselor in a school-based setting.

\*\*\*Examples of criminal justice casework includes individuals working as a Probation Officer or Probation Assistant, or Investigators or support staff working in a Police Department, District Attorney's Office, or Public Defender's Office.

**SEE NEXT PAGE**

## **CASEWORKER (PROM) CR- 9 (CONTINUED)**

**NOTE:** If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel at [rcexams@co.rockland.ny.us](mailto:rcexams@co.rockland.ny.us) no later than one (1) month after the last filing date; student transcripts are not acceptable. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. Candidates are responsible for any required evaluation fees. General Information Concerning Evaluation of Foreign Education and Training, including a list of acceptable companies who provide this service, is available here:

<https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

**NOTE:** Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

### **SUBJECT OF WRITTEN EXAMINATION:**

1. **Establishing and Maintaining Effective Helping Relationships in a Social Casework Setting** – These questions test for an understanding of the factors contributing to the development and maintenance of productive client-worker relationships. You will be provided with descriptions of specific client-worker interactions and asked to select the appropriate responses. The questions cover such topics as confidentiality, time management, professional ethics and referral techniques.
2. **Interviewing (Caseworker)** – These questions test for an understanding of the principles and techniques of interviewing and their application to specific client-worker situations. You will be provided with a series of concrete interviewing situations for which you will be required to select an appropriate course of action based on an analysis of the situation, the application of the information provided, and the ramifications of various interviewing principles and strategies. You will also be asked questions about the interviewing process and various interviewing techniques.
3. **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 and then asked to choose from four suggestions, the order for the sentences.

### **USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION**

**TEST GUIDE:** “A Guide to the Written Test for the Caseworker Series” is available at the New York State Department of Civil Service website: <https://www.cs.ny.gov/testing/testguides.cfm> or the Rockland County Department of Personnel website: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>. If you do not have access to the internet, you may contact the Rockland County Department of Personnel to request a copy at (845) 364-3737 or [RCEXAMS@co.rockland.ny.us](mailto:RCEXAMS@co.rockland.ny.us).

### **STATEMENT PERTAINING TO CASEWORKER EXAMINATIONS:**

Candidates who file for Caseworker examinations with more than one civil service agency will be required to use the score received in this examination subject to the following terms and conditions:

1. A candidate is permitted to take a Caseworker examination prepared by the NYS Department of Civil Service only **once** during each of the following defined periods:  
July 1 – December 31  
January 1 – June 30
2. A candidate who applies and is approved for more than one Caseworker examination during the same six-month period (July 1 – December 31 or January 1 – June 30) is required to use the score resulting from a single test administration for all examinations held during the same six-month period.
3. The candidate must inform the Rockland County Department of Personnel if he/she has previously taken a Caseworker examination in any other civil service agency and provide the location and date the examination was taken.
4. A candidate must pay application fees for each examination requiring such fees.
5. A candidate’s placement on the resulting eligible list(s) and duration of eligibility for appointment will be determined by the civil service agency conducting the examination(s).

### **\*\*IMPORTANT CANDIDATE NOTICE\*\***

**Candidates who have taken a Caseworker examination within the last six months should submit a statement with the application clearly indicating where and when the examination was taken.**

**ELIGIBLE LIST:** This examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Successful candidates will have their names placed on an eligible list for this title in order of their ranking, regardless of the date on which they take the test. Candidates’ scores from the different testing dates will be interfiled. The names of successful candidates will remain on the list for one (1) year to fill present and future vacancies.

**Issue Date: 04/21/2022**

**Re-issued Date: 02/08/2024**