

# *Chemung County/City of Elmira Regional Civil Service Commission*

*PO Box 588 • 203 Lake Street • Elmira, New York 14902-0588*

## Examination Notice

### CASE AIDE – OPEN COMPETITIVE

**EXAM #87252010**

**EXAMINATION DATE**

January 18, 2025

**APPLICATION DEADLINE**

November 22, 2024

**SALARY:** \$17.66//Hr. (B-2 Entry 2025)

**EXAM FEE:** There is no exam fee.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction, excluding New York City, you must make arrangements to take all the examinations at one test site. If you have applied for both State and local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations. If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. 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.

**RESIDENCY REQUIREMENT FOR EXAM:** Candidates must have been legal residents of Chemung County for at least one (1) month immediately preceding the date of the written test and must meet residency requirements at the time of certification from resulting eligible list. Residency is determined by the address listed on a driver's license or non-driver identification card and voter registration. Verification of these documents may be required.

**PREFERENCE IN APPOINTMENT FOR RESIDENTS:** At the appointing authorities' request, preference may be given to successful candidates who have been residents of the municipality or district in which appointment is to be made for at least one (1) month immediately preceding the date of certification and at the time of appointment from the resulting eligible list. FOR APPOINTMENT IN SOME JURISDICTIONS, you may be required to become a resident in accordance with law or resolution.

**VACANCIES:** This examination is being held to fill vacancies, as they may occur in the Chemung County Department of Social Services.

**MINIMUM QUALIFICATIONS:** Either:

- A) Graduation from high school or possession of a high school equivalency diploma and one (1) year of experience in a public or private agency providing patient or client services; **or**
- B) Graduation from high school or possession of a high school equivalency diploma and completion on 12 college credit hours in coursework related to human service, psychology, social work or a related field.

**SPECIAL REQUIREMENT:** Possession of a valid Driver's License appropriate to the vehicles operated.

**JOB DESCRIPTION:** Work involves responsibility for providing administrative support services to assist child welfare staff in performing professional functions related to implementing programs and delivery of services to clients. The work is primarily administrative in nature; however, an incumbent of this class also performs research on cases, has contact with providers, clients, and members of the public, and may make eligibility determinations on a limited scale. The work is performed according to Federal, State and local social service regulations under the supervision of a higher-level staff person. Does related work as required.

**SUBJECT OF EXAMINATION:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

**1. 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.

**2. 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.

**3. Arithmetic computation with calculator:**

These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

**4. 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.

**STUDY GUIDE:** 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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

**PRE-EMPLOYMENT DRUG TEST/BACKGROUND INVESTIGATION:** Candidates being considered for appointment may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to pass the pre-employment drug test or to meet the standards for the background investigation may result in disqualification.

**CALCULATORS:** Use of calculators is **RECOMMENDED**. 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.

*EQUAL EMPLOYMENT OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER.*

## GENERAL INSTRUCTIONS

**Applications:** A regular application form must be filed for each separate examination. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved. There is a \$15.00 non-refundable exam fee (the fee for Uniformed Protective Services exams is \$20.00). The fee must be paid at the time the application is filed and must be paid in cash, check or money order, made payable to the Regional Civil Service Commission. There is a \$30.00 fee for returned checks with non-sufficient funds. Before filling out your application, read carefully the announcement for this examination. When completing your application be sure to enter, at the top of page 1, the examination number which identifies the examination for which you are filing. Applications postmarked after midnight of the "Last Filing Date" will not be considered eligible for this examination.

**Waiver of Exam Fee:** The exam fee may be waived for the following reasons:

- You are unemployed and primarily responsible for the support of your household.
- You are receiving financial assistance from the Department of Social Services. Applications and Waiver of Application Fee forms are available at the Chemung County/City of Elmira Regional Civil Service Commission, P.O. Box 588, 203 Lake Street, Elmira, New York 14902-0588. Telephone: (607) 737-2811. When submitting your waiver form, please provide proof of eligibility, such as a check stub or benefit card.

**Qualification Process:** Upon review of applications, candidates will either be disqualified or conditionally approved. Disqualified candidates will be afforded the opportunity to submit facts in opposition to disqualification. Statements in the applications of conditionally approved applicants may be investigated at a later date. The Regional Commission may refuse to certify an eligible after examination pursuant to Section 50.4 of Civil Service Law who is found to lack any of the established requirements for admission to the examination or for appointment to the position for which he applies. No person shall be disqualified pursuant to this subdivision unless he has been given a written statement of the reasons therefore and afforded an opportunity to make an explanation and to submit facts in opposition to such disqualification. *\*Minimum qualifications that require years of experience will only be considered as qualifying if it is "paid experience," Internships, and volunteer work will only be accepted if it is clearly stated in the minimum qualification section.*

**Admission to the Exam:** Accepted candidates will receive an admission letter which tells when and where to appear for the exam. No one will be admitted to the examination without the official admission letter. If an application is rejected, a disapproval letter will be sent to you. The Regional Civil Service Commission does NOT make formal acknowledgment of the receipt of an application; however, you should contact the Regional Civil Service Commission if you do not receive a notice within three (3) days of the examination informing you whether or not you are to be admitted to the examination.

**Multiple Exams on the Same Day:** Qualified candidates may take a combination of examinations being given on the same date. Prior to submitting applications for multiple exams, you may check with the Civil Service office for the maximum time allowance to complete all of the exams.

**Religious Accommodation:** 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 area on the examination application (page 1, C) "Religious Accommodation". We will make arrangements for you to take the test on a different date.

**Veterans' Credits:** Veterans and disabled veterans desiring to claim additional credit must submit veteran's credit forms prior to the establishment of the resulting eligible list. Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Active members of the armed forces must provide proof of military status to receive conditional credit. Further information and applications are available at the Regional Civil Service Commission office.

**Additional Credit for 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.

**Failing Examination/Failure to Appear:** Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.

**Eligible Lists:** Unless otherwise specified, the final rank order of the eligible list established, as a result of this exam, will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will remain in force for at least one (1) year and may be extended by the Regional Civil Service Commission for a maximum of four (4) years.

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.

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