

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: Senior Case Manager**

**NUMBER: 70609**

**PROMOTIONAL**

**SALARY: \$23.7959-\$29.8768**

**EXAMINATION DATE: January 28, 2023 \***

Applications must be received in this office by **4:00 PM December 16, 2022** 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 within Allegany County Department of Social Services

Candidates must have been legal residents of Allegany County or an adjoining county (Wyoming, Livingston, Steuben, Cattaraugus, McKean, and Potter Counties) for at least one month immediately preceding the date of the written examination. Preference may be given to residents of Allegany County or a political subdivision of Allegany County.

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.gov>, click on Human Resources/Civil Service at the website.

\*\*\*\*\*

**MINIMUM QUALIFICATIONS:**

**Promotional:** Twelve months permanent competitive class status as a Caseworker, Case Manager, Support Investigator, or Social Services Investigator; or twenty-four months permanent competitive class status as a Senior Social Welfare Examiner.

**DUTIES:**

Under the general supervision of a Principal Welfare Examiner, the Senior Case Manager determines financial eligibility and benefit levels for otherwise eligible Public Assistance and Child Care applicants/recipients, assesses the need for support services, makes referrals as appropriate and monitors cases with the overall goal of client self-sufficiency. Incumbents in this title perform client case management activities consistent with program guidelines and requirements of the appropriate programs. Senior Case Managers monitor effectiveness of supporting social programs, child support, employment services, and child care programs. This is an interdisciplinary position focusing on client self-sufficiency and requires a greater range of expertise and involvement in community programs and resources, and incumbents work with clients in developing individualized self-sufficiency plans, and assist

in assessment of progress. Senior Case Managers supervise and advise other staff as needed. Incumbents in this position function with considerable independence and latitude for exercise of judgment.

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

**Ensuring effective inter/intra agency communications**

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**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.

**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.

**Evaluating conclusions in light of known facts**

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

**Supervision**

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

**Test 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 '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>

**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.

**CALCULATORS ARE RECOMMENDED** Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **You will not be permitted to use the calculator function of your cell phone or smart watch.**

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:** November 16, 2022

**ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

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