



SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

105 Ninth Street , Unit 21
Watkins Glen, NY 14891
(607) 535-8190 Fax: (607) 535-8193
E-Mail: ljohnson@co.schuyler.ny.us

Lorry Johnson
Personnel Officer

Examination Open to the Public

Senior Care Manager—Exam #64363

EXAM DATE: June 9, 2018

LAST DATE TO FILE: April 26, 2018 by 4:30pm **SALARY:** \$26.73 per hour

EXAM FEE: \$15.00 non-refundable examination fee must accompany application, payable by cash, money order, or check made payable to the Schuyler County Treasurer. Please write the name and number of the examination on the check.

VACANCY: A vacancy in this title has been filled provisionally in the Schuyler County Community Services Department. A permanent appointment will be made from the eligible list that results from this examination. The eligible list will also be used to fill any appropriate full-time and/or part-time vacancies as they occur.

JOB DESCRIPTION: The work involves responsibility for providing supervision of case workers, supporting staff in the process of engaging in new community services, and coordinating efforts to help improve options for clients with clinic and community providers. The Coordinator works to create a seamless process from the initial referral to enrollment of clients into the services that best meet the client's needs. Included in this process will be the prioritization of cases, coordinating services and providers, initializing dialogue and developing strategies to meet the needs of the clients in the community. Responsibilities also include leading community oriented service collaboration meetings that include but are not limited to: SPOA, SPOE and AOT services.

TYPICAL WORK ACTIVITIES:

Provides supervision, direction, instruction, constructive feedback and counsel to subordinate staff on the Care Management Team;

Communicates and supports the Community Service Department's organizational vision, set of values, mission, beliefs, and strategic plan to all staff;

Coordinates direct involvement of treatment planning between respective community services providers;

Participates in or reviews the screening, admission/non-admission, treatment and discharge of each client;

Provides direct Care Management services as needed and determined by the Department Director;

Provides casework toward client self-sufficiency and improved functioning of the individual and family including financial management, parenting, or available community resources;

Conduct outreach and education activities to inform providers of available county resources;

Emphasize collaboration and engagement with clients, families and the community;

Plans, develops and supervises the use of an information system to monitor vacancies and to access high-end services;

Directs regular staffing conference involving presentation of new cases and the formulation or revision of treatment plans;

Makes necessary collateral contact with employers, relatives, friends, physicians, hospitals and service providers;

Work with other community contacts statewide on planning, information sharing and lessons learned;

Be the liaison to Health Homes, refer clients and be a resource for questions and services;

Provides appropriate intervention and/or direction in crisis situations;

Regularly reviews productivity, ensuring minimal number of contacts occur for optimized billing;

Monitor medical record documentation to ensure it is complete, accurate and done within UR standard timelines, following county and state guidelines.

MINIMUM QUALIFICATIONS:

Education

1. Master's Degree in Social Work, Psychology, Nursing, Health Care Administration or other similar degree.
2. Licensed professional preferred (e.g., licensed clinician, psychologist).

AND

Experience

Three years of experience:

1. In providing supervision to clinicians and/or CM's providing direct services to individuals with SMI/serious SEDs.
2. Licensed professionals in one of the qualifying education fields may be substituted for one year of supervisory experience.

AND

Two years of experience:

1. In providing direct services to people with Serious Mental Illness, developmental disabilities, or substance use disorders; or
2. In linking individuals with Serious Mental Illness, developmental disabilities, or substance use disorders to a broad range of services essential to successful living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services).

Background Investigation: Candidates 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

SUBJECT OF EXAMINATION: Calculators Are Allowed

Subjects of examination: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. 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.

2. 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.

3. Principles and practices of social casework

These questions test for knowledge of the principles and practices used to provide casework services. Questions may cover such topics as developmental, mental, physical, and social disabilities and/or impairments; assessing client strengths and needs; building and maintaining relationships with clients and their support network; ability to make and advocate for appropriate service referrals; ability to provide advocacy and support; and professional and ethical concerns in casework practice.

4. 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.

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:
www.cs.ny.gov/testing/localtestguides.cfm

Applications and announcements are available at www.schuylercounty.us
or the Schuylers County Civil Service Office,
105 Ninth St., Unit 21, Watkins Glen, NY 14891 (607) 535-8190

SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

Application: An original application must be filed for each separate examination. Applications must be received by 4:30 p.m. or be in the Civil Service office on the “Last Filing Date” to be considered for this examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Submission of a resume does not relieve you of the responsibility for completing all sections of the application. Answer every question; incomplete applications will be disapproved. Be sure to read the detailed announcement to determine whether or not you meet the announced requirements. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. Notify this office if your address changes after applying. No attempt will be made to locate candidates who have moved. Download application and forms at web site www.schuylercounty.us.

Education: A copy of your diploma should be submitted if you qualify by possession of a degree. Transcripts should be submitted whenever the qualifications require a specific college major or specified number of credits.

Fee and Fee Waiver: Application fee of \$15 must be submitted with application. Cash, money order or check made payable to Schuyler County Treasurer. Write exam name and number on check. The examination fee may be waived for persons claiming to be “unemployed and primarily responsible for the support of a household.” Use Schuyler County Waiver form.

Application Review: Disqualified candidates will receive a disapproval letter and will have the opportunity to submit facts in opposition to disqualification. Approved candidates will receive an admission letter a week before the date of the exam telling when and where to appear for the examination. If you do not receive your letter within five days of the examination, call the Civil Service office at 607-535-8190. Falsification or material misstatements of any part of the application may result in disqualification from the exam or from permanent competitive appointment. Statements on the application may be verified after the examination is held. At that time those candidates not meeting the requirements will be disqualified.

Residency: Candidates must be legal residents of Schuyler County of one of the contiguous counties (Yates, Seneca, Steuben, Chemung, or Tompkins) for at least one month immediately preceding the examination date. For some examinations, residency may be waived. Under Section 23-4a of Civil Service Law, a municipality may request a certification of eligible candidates who have been residents of that municipality for at least one month prior to certification.

Multiple Examinations: Qualified candidates may take a combination of examinations being given on the same date. The time limit for any combination or series of examinations cannot exceed eight (8) hours.

Cross-filing: If you have applied for any other civil service examinations to be given on the same test date by New York State or any other local government jurisdiction, you must notify Schuyler County Civil Service of your intent to take both a State and local government examination. When taking both a State and local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. (2) If you have applied for examination with another local civil service agency, submit a cross filing form with each agency to make arrangements no later than two weeks before the date of the examinations; indicate the test site at which you wish to take your examination.

Calculators: Unless otherwise notified, candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. No books or other reference materials are allowed.

Eligible Lists: Unless otherwise noted, 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 not be less than one year but no more than four years. Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Rating: This examination is announced and will be rated 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.

Veterans/Military: Veterans or disabled veterans who wish to claim additional credit must submit a copy of their DD-214 and supporting paperwork before the eligible list is established. The requirements set by NYS for these credits must be met. Military Service members on active duty on the exam date may request a military make-up examination.

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. You must inform this office when you submit your application and must also submit documentation before the eligible list is established.

Religious Observers: Most tests are held on Saturdays. If the test date conflicts with a religious observance or practice, check the box on the application. Arrangements will be made for an alternate test date, usually the following Monday.

Disabled Persons: If special accommodations for testing are required, please indicate in writing the disability and desired conditions necessary to accommodate your disability by the last filing date of the exam.

School District Positions: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district as involving direct contact with students, a clearance for employment from that state education department is required.

Background Investigation: Candidates may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, including a fingerprint check, to determine suitability for appointment.

This examination may be rescheduled if there is a weather emergency. Listen to radio station WFLR for information.