

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.jeffersoncountyny.gov

Valerie M. Nugent
Director of Human Resources

PLEASE USE THE PROMOTION APPLICATION AVAILABLE IN THE HUMAN RESOURCES OFFICE

PROMOTION EXAMINATION
FOR
NO. 70027-800 CASE SUPERVISOR, GRADE B

CANDIDATES MUST BE PERMANENTLY EMPLOYED IN THE COMPETITIVE CLASS IN THE JEFFERSON COUNTY DEPARTMENT OF SOCIAL SERVICES AND MUST HAVE SERVED ON A PERMANENT BASIS AS A SENIOR CASEWORKER FOR ONE YEAR OR AS A CASEWORKER FOR THREE YEARS PRECEDING THE DATE OF THE WRITTEN TEST.

VACANCIES: At present, two vacancies exist with the Jefferson County Department of Social Services

SALARY: \$35.56 - \$45.47/hr.

LAST FILING DATE: April 24, 2026

EXAMINATION DATE: June 13, 2026

Disabled Persons and Persons needing Religious Accommodation: If special arrangements for testing are required, indicate this on your application form.

EXAMPLES OF WORK: (illustrative only)

Assists in the formulation of casework or group work policies and procedures;
Interprets Federal, State and local policies and programs to Caseworkers under their supervision;
Supervises casework staff in administering the social services program and in rendering social services to promote the welfare of the client;
Discusses difficult cases with Caseworkers and provides necessary consultation;
Recommends social services policy and procedures;
Maintains cooperative relationships with the family courts and other welfare agencies in the community;
Establishes necessary control for determining staff performance and evaluates performance of assigned staff;
Maintains necessary records and prepares reports on social work activities;
Interprets the social services program to the community through contacts with citizen and other groups.

SCOPE OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

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.

Organization and administration of social services casework programs

These questions test for knowledge and ability to provide management and direction in a Social Services casework program. Questions may cover such topics as planning and evaluating casework services; staff assignment, work performance, training staff, case consultation, interpreting and applying Social Services laws, regulations, and standards; developing and implementing relevant policies and procedures; maintaining organizational effectiveness and efficiency; and communicating with and representing agency programs and services to community agencies, individuals, and groups.

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>.

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 examinations will apply to this written test.

Seniority - Points will be added to an eligible score as follows: One point for each creditable five-year period

JEFFERSON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

NOTE: 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. You may not bring books, reference materials, devices, or calculators which provide assistance beyond simple numerical computation.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: With the exception of written tests announced by New York City, if you have applied to take a written test announced by New York State or any local jurisdiction (county, town, city) scheduled to be held on the same test date as this written test, you must indicate all pertinent examination (exam number, title, and location/jurisdiction) information on a separate piece of paper and submit it with your application.

CANDIDATES WILL BE NOTIFIED OF THE PLACE OF THE EXAMINATION.