

**The Town of Colonie Personnel Officer Announces
Open-Competitive Civil Service Examination
For
SENIOR RESOURCES CASE WORKER – Grade 11**



EXAMINATION NO: 64-895

EXAMINATION DATE: November 5, 2022

SALARY: FT Entry \$51,799

LAST FILING DATE: September 21, 2022

APPLICATION FEE: A non-refundable processing fee of \$35.00 (thirty-five dollars) is required for this examination. Payment can be made on-line, or a check or money order made out to the Town of Colonie must accompany each application. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Note examination number on check or money order (see explanation on page 3).

RESIDENCY: Applicants must be a resident of New York State in either ALBANY, RENSSELAER, COLUMBIA, GREENE, SCHOHARIE, SCHENECTADY or SARATOGA COUNTY for at least four (4) months prior to the date of this examination. Residency shall be determined solely by the Personnel Officer in the manner he prescribes. New York State Civil Service Law Section 23, Subdivision 4-A, allows the Town of Colonie to give preference in appointment to Town Residents.

VACANCIES: The eligible list resulting from this examination may be used to fill vacancies for the position of Senior Resources Case Worker as they occur in the Senior Resources Department in the Town of Colonie.

DESCRIPTION OF POSITION: A Senior Resources Case Worker provides supportive assistance and/or information to senior citizens and/or their families. Incumbents may also administer specific department programs providing services to senior citizens. Work is performed under the general administration of the Senior Resources Director. The incumbent does related work as required.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Human Services or Social Work or closely related field PLUS two (2) years of responsible professional experience in the field of the aging involving direct client contact.

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

Characteristics, issues, and problems relating to older adults - These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

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.

Educating and interacting with the public - These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or 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 others 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.

SEE "GENERAL INSTRUCTIONS"

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>.

SPECIAL NOTE: This written 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 provision of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

HOW TO APPLY: Applications and additional information may be obtained at the Civil Service Office, Memorial Town Hall 534 New Loudon Road, Latham, NY 12110 - Telephone 783-2721. OR via the internet at www.colonie.org where applications can be downloaded or submitted through the website.

Rosemary Newton
Acting Personnel Officer
Town of Colonie
August 23, 2022

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER