



**CASEWORKER (FRENCH/CREOLE-SPEAKING) (OC)**  
**RC/EL #50012010**

**Applications Continuously Accepted and Examination Dates are Held Continuously During the Week (Tuesday – Friday). Approved Candidates will be notified of their examination date approximately 10 days prior to the examination.**

**A \$15 non-refundable application filing fee is required. Please refer to Supplement A for further information regarding the application/examination process. Applications are available at:**

**<https://www.rocklandcountyny.gov/departments/personnel/for-job-seekers/applicant-candidate-resources-forms>**

- 1. If applying online, completed applications and electronic payment must be submitted by 11:59 PM EST on the last filing date.**
- 2. If applying by mail, completed applications must be postmarked no later than the last filing date accompanied by a check or money order made payable to the Rockland County Commissioner of Finance.**

**POSITION EXISTS IN:** Rockland County Department of Social Services and the Rockland County Office for the Aging.

**RESIDENCE REQUIREMENTS:** All residence requirements for this examination have been waived.

**SALARY:** The starting salary is \$38.20 per hour for a 35-hour workweek with the County of Rockland. Salary will be pro-rated for less than full-time positions.

**WHAT THE JOB IS LIKE:** This is professional-level casework of a moderately difficult nature which involves managing cases in order to provide social services to, and having responsibility for, the well-being of primarily French-Creole speaking clients, including their financial management. The work is distinguished from that of a Caseworker in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French-Creole at the fluency level indicated below in the Notes. Supervision is received from a higher-level casework professional. Does related work as required.

**When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.**

**MINIMUM QUALIFICATIONS:** At the time of application submission, you must have:

- 1. A Bachelor's degree or higher that included or was supplemented by at least eighteen (18) credits in human or behavioral sciences (e.g., Social Work, Psychology, Sociology, Criminology, Counseling, Education) or comparable curriculum; or**
- 2. A Bachelor's degree or higher and one (1) year of social casework\* experience and/or counseling, mental health or education\*\* experience, or criminal justice casework\*\*\*.**

**NOTES:**

- 1. All experience indicated in #2, above, shall be paid professional-level experience and must have been gained after completion of the Bachelor's degree. Unpaid experience, such as internships, externships, and/or volunteer experience, shall not qualify.**
- 2. Incumbents are expected to possess a Level II proficiency in French-Creole (as defined by the Examinations Division of the State of New York Department of Civil Service)\*\*\*\* which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.**

**SPECIAL REQUIREMENTS:** When employed in any other department other than the Department of Social Services:

Possession of a valid driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

**When employed in the Rockland County Department of Social Services:**

- 1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.**
- 2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-a). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.**

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\*Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews, and referrals of needed services. Social casework does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

\*\*Education experience is defined as experience gained while in a credentialed teacher position, performing work as a guidance counselor, social worker, or mental health counselor in a school-based setting.

\*\*\*Examples of criminal justice casework includes individuals working as a Probation Officer or Probation Assistant, or Investigators or support staff working in a Police Department, District Attorney’s Office, or Public Defender’s Office.

\*\*\*\*French-Creole is a language that is derived from a combination of French and Creole. This language uses French vocabulary with West African syntax and is spoken predominately in countries in the Caribbean such as Haiti and, through immigration, in countries such as the United States and Canada.

**TRANSCRIPTS:** Official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel at [rcexams@co.rockland.ny.us](mailto:rcexams@co.rockland.ny.us) no later than ten (10) days after the last submission of your application; student transcripts are not acceptable. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. Candidates are responsible for any required evaluation fees. General Information Concerning Evaluation of Foreign Education and Training, including a list of acceptable companies who provide this service, is available here:

<https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

**ANTICIPATED ELIGIBILITY - AGE AND EDUCATIONAL REQUIREMENTS:** According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met. Candidates will be required to provide proof of qualifying age and or education within 12 months of exam date in order to be eligible for appointment from a certified list.

**ALL OUTSTANDING APPLICATION DOCUMENTATION:** Must be submitted to the Rockland County Department of Personnel no later than ten (10) days after the last submission of your application. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

**EXAM ADMINISTRATION:** The written test will be administered on a personal computer (PC) and **will be held on a weekday**. Candidates need no prior knowledge of computers in order to take the test. The test uses a simple point-and-click system that is thoroughly explained through an animated instruction program. Candidates will be given a sample test on which to practice before the actual test begins.

**SUBJECTS OF EXAMINATION:** This examination will consist of two parts:

1. A weighted multiple-choice written test, and
2. A qualifying French/Creole Language Oral Proficiency Test.

**A. -WRITTEN TEST-**

1. Establishing and Maintaining Effective Helping Relationships in a Social Casework Setting – These questions test for an understanding of the factors contributing to the development and maintenance of productive client-worker relationships. You will be provided with descriptions of specific client-worker interactions and asked to select the appropriate responses. The questions cover such topics as confidentiality, time management, professional ethics and referral techniques.
2. Interviewing (Caseworker) – These questions test for an understanding of the principles and techniques of interviewing and their application to specific client-worker situations. You will be provided with a series of concrete interviewing situations for which you will be required to select an appropriate course of action based on an analysis of the situation, the application of the information provided, and the ramifications of various interviewing principles and strategies. You will also be asked questions about the interviewing process and various interviewing techniques.
3. 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 and then asked to choose from four suggestions, the order for the sentences.

**USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION**

**TEST GUIDE:** “A Guide to the Written Test for the Caseworker Series” is available at the New York State Department of Civil Service website: <https://www.cs.ny.gov/testing/testguides.cfm> or the Rockland County Department of Personnel website: <https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>. If you do not have access to the internet, you may contact the Rockland County Department of Personnel to request a copy at (845) 364-3737 or [RCEXAMS@co.rockland.ny.us](mailto:RCEXAMS@co.rockland.ny.us).

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**B. -ORAL PERFORMANCE TEST-**

The qualifying French-Creole Language Oral Proficiency Test is designed to evaluate the candidate’s proficiency in the French/Creole language at a Level II. Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination **to be held at a later date**. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment. This Language Oral Proficiency Test is held on a pass-fail basis. The qualifying oral language proficiency test will be waived for candidates who have previously passed an oral test at the required proficiency level given under the direction of this department or in any local jurisdiction in New York State within the past five years. **If you wish a waiver of the oral portion, submit a request within thirty days of the written test to our department indicating the title, number of the test and the jurisdiction for which it was held.** Those who receive written notification of failing the oral test, may make a request in writing within thirty days for a retest. The Rockland County Department of Personnel reserves the right to offer one more retest to all those candidates who failed or failed to appear for the first oral language proficiency test. Retests will not be scheduled until all passing candidates have been given an opportunity for testing.

A candidate must qualify on both portions of the examination for his/her name to be placed on the resulting eligible list.

**STATEMENT PERTAINING TO CASEWORKER EXAMINATIONS:**

Candidates who file for Caseworker examinations with more than one civil service agency will be required to use the score received in this examination subject to the following terms and conditions:

1. A candidate is permitted to take a Caseworker examination prepared by the NYS Department of Civil Service only **once** during each of the following defined periods:

January 1 – June 30  
July 1 – December 31
2. A candidate who applies and is approved for more than one Caseworker examination during the same six-month period (January 1 – June 30 or July 1 – December 31) is required to use the score resulting from a single test administration for all examinations held during the same six-month period.
3. The candidate must inform the Rockland County Department of Personnel if he/she has previously taken a Caseworker examination in any other civil service agency and provide the location and date the examination was taken.
4. A candidate must pay application fees for each examination requiring such fees.
5. A candidate’s placement on the resulting eligible list(s) and duration of eligibility for appointment will be determined by the civil service agency conducting the examination(s).

**\*\*IMPORTANT CANDIDATE NOTICE\*\***

**Candidates who have taken a Caseworker examination within the last six months should submit a statement with the application clearly indicating where and when the examination was taken.**

**ELIGIBLE LIST:** This examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Successful candidates will have their names placed on an eligible list for this title in order of their ranking, regardless of the date on which they take the test. Candidates’ scores from the different testing dates will be interfiled. The names of successful candidates will remain on the list for one (1) year to fill present and future vacancies.

**Civil Service is an Equal Opportunity/Affirmative Action Employer**