



THE CITY OF NEW YORK
 DEPARTMENT OF CITYWIDE
 ADMINISTRATIVE SERVICES
 APPLICATION UNIT
 1 CENTRE STREET, 14TH FLOOR
 NEW YORK, NY 10007

REQUIRED INFORMATION

APPLICATION

BILL DE BLASIO
 Mayor

STACEY CUMBERBATCH
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO CHILD PROTECTIVE SPECIALIST SUPERVISOR

Exam No. 6508

WHEN TO APPLY: From: October 7, 2015

APPLICATION FEE: \$68.00

To: October 27, 2015

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.

THE TEST DATE: The multiple-choice test is expected to be held on Saturday, February 20, 2016.

YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES: Child Protective Specialist Supervisors are involved in the investigation and resolution of allegations of child neglect and/or abuse received by the Administration of Children's Services, in accordance with agency policy and procedures. All Child Protective Specialist Supervisors perform related work.

Special Working Conditions: Child Protective Specialist Supervisors may/will be required to work shifts including nights, Saturdays, Sundays, holidays, and overtime.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY: The current minimum salary is \$59,421 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of the agency.

HOW TO APPLY: If you believe you are eligible to take this examination, submit an application on the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be resolved. Please keep this information and the application period deadline in mind when creating your account.** The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets.

If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at <https://a856-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver.

The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

Manhattan
 2 Lafayette Street
 17th Floor
 New York, NY 10007

Brooklyn
 210 Joralemon Street
 4th Floor
 Brooklyn, NY 11201

The DCAS Computer-based Testing & Applications Centers will be closed on Monday, October 12, 2015.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of the Administration for Children's Services who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Child Protective Specialist; and
- (2) is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

If you do not know if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED: In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least 18 months.

REQUIREMENT(S) TO BE PROMOTED: At the time of promotion, eligibles must meet the following qualification requirement:

- (1) completed 30 semester credits towards a Masters of Social Work degree and 18 months of child protective casework experience ; or
- (2) completed 30 semester credits toward a graduate degree in a field related to social work and 18 months of child protective casework experience.

The semester credits must be from an accredited school of social work or university, accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination.

These requirements may be met at any time during the duration of the list. When you have met these requirements, please submit documentation by mail to: Administration for Children's Services - Personnel Certification Unit, 150 William Street, 16th Floor, New York, NY 10038. Please include the exam title and exam number on your correspondence.

THE TEST: The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities and technical knowledge determined to be important to the performance of the tasks of a Child Protective Specialist Supervisor. Task areas to be tested are as follows:

Supervisory Duties: Assisting the Supervisor of the Child Protective Services Unit.

Technical Advisory and Research Duties: Serving as a senior member of the unit and acting as technical adviser and research consultant for the unit.

Investigating Cases: Investigating high risk cases and/or cases involving multiple reports of neglect and abuse, as deemed appropriate by the Unit Supervisor.

Interviewing: Interviewing persons to elicit necessary information.

Assessing Safety and Risks: Assessing safety and risks to children.

Record Maintenance: Maintaining case folders, administrative forms and records.

The test may include questions that require mastery of technical knowledge based on such materials as: Time and Leave Rules and Regulations; Code of Conduct; Black Book Policy; Cell Phone Policy; Child Safety Alerts (Child Safety Alert #1 through #34); Division of Child Protection Casework Practice Requirements Manual; Article 10 of the Family Court Act: Child Protective Proceedings; Social Services Law Section 358A: Voluntary Placement Proceedings; Person in Need of Supervision (PINS); Confidentiality Law; Interstate Compact on the Placement of Children (ICPC); and standards of proper employee ethical conduct, including provisions of Mayor's Executive Order No. 16 of 1978 as amended.

The test may also include questions that require the use of any of the following abilities:

Analytical Thinking: Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. A Child Protective Specialist Supervisor may use this ability to synthesize information while reviewing a prior history; which involves looking into specific behaviors or behavioral themes. These could be red flag triggers, and identify if reasonable efforts have been made.

Judgement & Decision-Making: Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. A Child Protective Specialist Supervisor may use this ability to review and assign a case, after determining the case priority, then make the decision about when the initial visit must take place.

Planning and Organizing: Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. A Child Protective Specialist Supervisor may use this ability to plan the coverage of Child Protective Specialist staff for an emergency case, when other Child Protective Specialist staff members are unavailable.

Management of Personnel Resources: Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. A Child Protective Specialist Supervisor may use this ability to respond to an Instant Response Team Case (IRTC) by delegating one Child Protective Specialist to call the source, another Child Protective Specialist to call the detective, and another Child Protective Specialist to start working the case.

Written Expression: Appropriately communicating information and ideas in written words and sentences so intended audience will understand. A Child Protective Specialist Supervisor may use this ability to document and review cases, forms, and correspondences.

Conflict Resolution: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. A Child Protective Specialist Supervisor may use this ability to resolve a conflict between a challenging client and the Child Protective Specialist. The Child Protective Specialist Supervisor is able to take a different approach and resolve the issue.

Concern for Others: Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. A Child Protective Specialist Supervisor may use this ability to observe a Child Protective Specialist demonstrating signs of secondary trauma or a personal issue. The Child Protective Specialist Supervisor is able to identify that there is an issue, make themselves available, and offer resources.

Coaching & Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. A Child Protective Specialist Supervisor may use this ability to shadow a Child Protective Specialist on a field visit, have the ability to identify the Child Protective Specialist's developmental needs and elicit from the Child Protective Specialist how they can improve for future situations.

Teamwork: Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. A Child Protective Specialist Supervisor may use this ability to handle a newly assigned Emergency Children Services (ECS) removal case. The Child Protective Specialist Supervisor assigns different aspects of the Initial Child Safety Conference preparation to all team members.

Attention to Detail: Being careful about detail and thorough in completing work tasks. A Child Protective Specialist Supervisor may use this ability to access information presented in an Initial Child Safety Conference. For example, a client is being called by a different name than what is on the file. The Child Protective Specialist Supervisor then searches the other names used and discovers additional cases under the other name.

Warning: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are **not** permitted. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of the test site while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

ADMISSION NOTICE: You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Administration, Customer and Exam Support Group, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

THE TEST RESULTS: If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

CHANGE OF MAILING AND/OR EMAIL ADDRESS: It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

Section 424-a of the New York State Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-care responsibilities is or has been the subject of an indicated child abuse and maltreatment report on file with the Statewide Central Register for child abuse and maltreatment. Statewide Central Register screening will be conducted prior to considering a candidate for employment as a Child Protective Specialist Supervisor. Candidates who have been the subject of an indicated child abuse and maltreatment report may be disqualified from promotion to this position.

The Protection of People with Special Needs Act, Article 20 of the Executive Law and Article 11 of the Social Service Law, requires an authorized agency to check whether a candidate for employment to work in residential care facilities regulated by the New York State Office of Children and Family Services, including child welfare and juvenile justice facilities operated by the authorized agency, appears on the Vulnerable Persons Central Register. This screening will be conducted prior to considering a candidate for employment. Candidates who have substantiated/indicated cases of serious abuse and neglect will not be considered for any position which requires work in residential care facilities regulated by the New York State Office of Children and Family Services, including child welfare and juvenile justice facilities operated by an authorized agency.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
- (2) You become eligible after the above application period but on or before the date of the multiple-choice test.

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact the Administration, Customer and Exam Support Group in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

PENALTY FOR MISREPRESENTATION: Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available at nyc.gov/dcas and at the DCAS Computer-based Testing and Applications Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 52367; Social Service Occupational Group

**For information about other exams, and your exam or list status, call 212-669-1357.
Internet: nyc.gov/dcas**