



Citywide Administrative Services

BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

# NOTICE OF EXAMINATION

## PROMOTION TO SUPERVISOR III (SOCIAL SERVICES)

Exam No. 9532

**WHEN TO APPLY:** From: May 1, 2019

**APPLICATION FEE:** \$82.00

To: May 21, 2019

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

THE TEST DATE: Multiple-choice testing is expected to begin on Thursday, September 5th, 2019.

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.**

### WHAT THE JOB INVOLVES:

Supervisors III (Social Services), under general direction, with very wide latitude for independent action and decision making, oversee the work of a small or medium-sized organizational area providing services to clients/patients, such as recipients of public assistance, food stamps, and/or medical assistance, adults receiving or needing institutional care or protective services, and homeless adults/families; or act as a senior project leader of complex assignments encompassing the effectuation, monitoring or evaluation of service delivery programs or operations auxiliary to such programs; or act as principal assistant to a social service program manager. All Supervisors III (Social Services) perform related work.

#### Special Working Conditions:

Supervisors III (Social Services) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(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 \$64,507 per annum. This rate is subject to change.

### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the the first day 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 Supervisor II (Social Services); and
2. is not otherwise ineligible.

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

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your personnel office**. 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 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 one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

Section **424-a** of the New York Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-care responsibilities has been the subject of a child abuse and maltreatment report. The agency has the discretion to assign a candidate who has been the subject of a child abuse and maltreatment report to a position with no child-care responsibilities.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**HOW TO APPLY:**

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://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 apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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-exams.nyc.gov/OASysWeb/Home/Faq>.

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. 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

**Queens**

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

**Staten Island**

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

**Bronx**

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/pdf\\_c\\_special\\_circumstances\\_guide.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about 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."

**REQUIRED INFORMATION:**

**Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

**THE TEST:**

The multiple-choice test may be given at a computer terminal or in a paper and pencil format. 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 in permanent 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 knowledge and abilities determined to be important to the performance of the tasks of a Supervisor III (Social Services). The following is a non-exclusive list of areas to be tested: agency rules and regulations, regulations, public assistance and other entitlement programs, procedures, laws, and agencies in the provisions of Mayor's Executive Order No. 16 of 1978 as amended, and other related. The multiple-choice test may also include questions requiring the use of any of the following:

Analytical **H\j\j**. Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems and implementation of solutions. Example: A Supervisor II (Social Services) may use this ability when assessing staff training needs.

Planning **UbX Cf\Ub\j**. Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. Example: A Supervisor II (Social Services) may use this ability when scheduling and assigning casework to subordinates.

Dependability: Fulfilling obligations and acting in a reliable, responsible and dependable manner. Example: A Supervisor II (Social Services) may use this ability when covering for an absent staff member.

Monitoring : Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: A Supervisor II (Social Services) may use this ability when conducting performance evaluations and monitoring the delivery of services to clients.

Conflict **FYgc`ih]cb**. Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: A Supervisor II (Social Services) may use this ability when resolving a dispute between staff members.

Concern **Zcf Ch\Yfg**. Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: A Supervisor II (Social Services) may use this ability when investigating complaints from staff members or clients.

Coaching / **AYbhc]j**: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: A Supervisor II (Social Services) may use this ability when observing subordinates' work performance and activities.

Written **7c a dfY\Ybg]cb**. Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. Example: A Supervisor II (Social Services) may use this ability when reading and understanding agency policies and rules and regulations.

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. E Supervisor II (Social Services) may use this ability to supervise and direct their subordinates.

**Judgment and 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. While similar to Planning and Organizing, Judgment and Decision-Making are typically applied over a shorter time frame. Example: A Supervisor II (Social Services) may use this ability to determine when to call 911.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so the intended audience will understand. Example: A Supervisor II (Social Services) may use this ability when responding to email or writing monthly reports.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: A Supervisor II (Social Services) may use this ability when working together with other staff members to assess the best quality of care for a client/case.

**Adaptability/Flexibility:** Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. Example: A Supervisor II (Social Services) may use this ability when responding to changes in staffing or agency goals.

**Time Management:** Managing one's own time and the time of others in order to promote effective use of work hours. Example: A Supervisor II (Social Services) may use this ability when assessing the time needed to complete various tasks throughout the day.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. Example: A Supervisor II (Social Services) may use this ability

#### **EXAM SITE ADMISSION:**

You will be sent an Admission Notice in the mail 14 days before the date on which testing is expected to begin. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning:** You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division are prohibited. 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 anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, 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 a Computer-based Testing & Applications Center 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, City or State issued identification card, IDNYC, 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.

#### **CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:**

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess)
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs).
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address.

**CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:**

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

**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. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>

**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 first 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 Administration, Customer, and Exam Support in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov), as soon as possible and include documentation of the special circumstances that caused you to miss your test.

**ADDITIONAL INFORMATION:**

**Selective Certification for Adult Protective Services (APS):** If you have (a) four years of full-time permanent (not provisional) casework experience with the City of New York and/or casework experience with an employer other than the City of New York serving the elderly, and/or the psychiatric or chemically dependent adult population; or, (b) 24 semester credits in gerontology, social work, psychology, sociology, human services, criminal justice, education, nursing or cultural anthropology (with at least 12 of these credits in one discipline) and three years of casework experience as described in (a) above, you may be considered for promotion to positions requiring this education and experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this education and experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. **Your education and experience will be checked by the appointing agency at the time of promotion.**

These requirements may be met at any time during the duration of the list. If you meet the Selective Certification requirements at some future date, please submit a request by mail to: DCAS Bureau of Examinations- Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

**Application Receipt:**

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**PENALTY FOR MISREPRESENTATION:**

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

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

The City of New York is an Equal Opportunity Employer.

Title Code No. 52313; Social Service Occupational Group.

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