



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO CHILD PROTECTIVE SPECIALIST SUPERVISOR Exam No. 4520

**WHEN TO APPLY:** From: March 6, 2024

**APPLICATION FEE: \$85.00**

To: March 26, 2024

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

**THE TEST DATE:** Multiple-choice testing is expected to begin on **Thursday, June 13, 2024.**

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE  
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 for 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 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 \$73,641 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.

#### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the **Administration for Children's Services** who on the **first 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 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 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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**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. Examples of services that can make this evaluation are listed at the following link: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>.

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.

**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, 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/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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

<b><u>Manhattan</u></b> 2 Lafayette Street 17th Floor New York, NY 10007	<b><u>Brooklyn</u></b> 210 Joralemon Street 4th Floor Brooklyn, NY 11201	<b><u>Queens</u></b> 118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
<b><u>Staten Island</u></b> 135 Canal Street 3rd Floor Staten Island, NY 10304	<b><u>Bronx</u></b> 1932 Arthur Avenue 2nd Floor Bronx, NY 10457	

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov).

**Special Circumstances Guide:** This guide is located on the DCAS website at [https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf\\_c\\_special\\_circumstances\\_guide.pdf](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Application 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."

**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 will be given at a computer terminal. 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 knowledge and abilities determined to be important to the performance of the tasks of a Child Protective Specialist Supervisor. Task areas to be tested are as follows: Administrative Supervision; Assessing Safety and Risks; Educational Supervision.

The multiple-choice test may include questions on Article 10: Child Protective Recordings; black book policy; case transfer policy; child safety alerts (Child Safety Alert #1 through #34); code of conduct; confidentiality law; division of child protective casework practice; family services unit transfer policy; heightened oversight policy; time and leave rules and regulations; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

The multiple-choice test may include questions requiring 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. **Example:** A Child Protective Specialist Supervisor may use this ability when using an hypothesis to create a dialogue with Child Protective Specialists of the possibilities of cases being reported to State Central Registry.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. **Example:** A Child Protective Specialist Supervisor may use this ability when reading notes to verify what the Child Protective Specialist meant.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. **Example:** A Child Protective Specialist Supervisor may use this ability when having group supervision and allowing everyone to express their vision of the team and what they are willing to do to bring the vision to fruition.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so intended audience will understand. **Example:** A Child Protective Specialist Supervisor may use this ability when checking written documentation for spelling and grammar issues.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

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

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning:** After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are 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 and electronic devices with an alphabetic keyboard or with word processing or data recording abilities such as planners, organizers, etc. are not permitted. 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 are also not permitted to use on site any medical assistive devices, including those that give notifications, alerts, or that vibrate without the prior express written authorization of DCAS. You can contact DCAS by email at: [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov).

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 & Application 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 Self-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 by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. 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, and/or new telephone number.

### 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, you will be given a list number and you will be notified by email 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>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

### 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 closed but before the date on which testing is expected to begin

**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. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) 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:

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 Service, 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.

### Selective Certification for License or Special Experience:

If you have the experience and/or licenses listed in one or more of the areas below, you may be considered for promotion to positions requiring this experience and/or license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience and/or license. If you wish to apply for Selective Certification, follow the onscreen instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your license or special experience will be checked by the promoting agency at the time of

promotion. Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification. If you are promoted through Selective Certification based on possessing a license, this license must be maintained for the duration of your employment. If you are promoted through Selective Certification based the completion of specific trainings, your transcripts and/or certificates will be checked by the promoting agency at the time of promotion.

**Selective Certification for Geographical Borough Location for Brooklyn (317):** If you live in Brooklyn, you may be given preferred consideration for positions located in Brooklyn.

**Selective Certification for Geographical Borough Location for the Bronx (318):** If you live in the Bronx, you may be given preferred consideration for positions located in the Bronx.

**Selective Certification for Geographical Borough Location for Manhattan (320):** If you live in Manhattan, you may be given preferred consideration for positions located in Manhattan.

**Selective Certification for Geographical Borough Location for Staten Island (322):** If you live in Staten Island, you may be given preferred consideration for positions located in Staten Island.

**Selective Certification for Geographical Borough Location for Queens (323):** If you live in Queens, you may be given preferred consideration for positions in Queens.

**Selective Certification for Social Service Experience (SSE):** At least one (1) year of full-time satisfactory work experience in the field of child protection within a social or community service provider, city agency, and/or affiliated health setting such as: a hospital, community health center, medical entity, or other patient care facility or in a public health, environmental health, or mental hygiene program that provides services for a city or community with an underserved population of over 1 million.

**Selective Certification for New York State Registration as a Licensed Master Social Worker (LMS):** If you possess a valid New York State (NYS) Registration as a Licensed Master Social Worker (LMSW), you may be considered for promotion to positions requiring this registration. Your license will be checked by the promoting agency at the time of promotion.

**Selective Certification for Work Experience in the CARES Program of the Division of Child Protection (CRS):** If you have experience working as a Child Protective Specialist serving in the CARES program of the Division of Child Protection and can provide (1) your HSLC training transcript showing the following training: "Documenting the Family Assessment Response in CONNECTIONS (WebEx)" training; and also (2) your Cornerstone training transcript showing the following four pieces of training: "CARES/FAR: Family Assessment Response CBT", "CARES/FAR: Process and Practice", "CARES/FAR: Assessing Safety and Risk", and "CARES/FAR: Solution Focused".

**Selective Certification for Work Experience in Child Advocacy Center (CAC) units of DCP (ECX):** If you have experience as a Child Protective Specialist in a CAC unit and can provide a certificate of training completion for "Forensic Interviewing of Children" training.

**The above Selective Certification requirements may be met at anytime during the duration of the list.** If you meet this requirement at some future date, please submit a request by email to: [LMACustomerService@dcas.nyc.gov](mailto:LMACustomerService@dcas.nyc.gov), or 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, your full name, OASys Profile ID number, and the selective certification(s) you are requesting in 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 & Application 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](http://nyc.gov/dcas)