



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN
OPEN COMPETITIVE EXAMINATION FOR:

Title: Helpline Crisis Counselor
Number: 60013570
Salary: \$71,640 – Dutchess County (2024 Salary)
Date of Examination: 03/01/2025
Applications Accepted Until: 01/16/2025
Applications postmarked 01/16/2025 will be accepted.
Applications accepted until 4:30 p.m. Monday through Friday.

Administration of an exam does not imply a vacancy exists.

A \$15.00 fee and examination application are required for each separately numbered examination: Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to “Commissioner of Finance” with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

VACANCY: The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in all units under the jurisdiction of the Dutchess County Department of Human Resources.

MINIMUM QUALIFICATIONS: On or before March 1, 2025, to be eligible for this examination, applicant must meet the following minimum qualifications:

EITHER: (A) Licensed by the New York State Department of Education as a Licensed Master Social Worker or as a Licensed Mental Health Counselor plus one (1) year of paid work experience in a mental health or related field under professional supervision;

OR: (B) Master’s degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus two (2) years of paid work experience in mental health or related field under professional supervision;

OR: (C) Bachelor’s degree in Psychology, Social Work, Mental Health Counseling, Education or related field plus three (3) years of paid work experience in mental health or related field under professional supervision;

OR: (D) Associate’s degree in Psychology, Social Work, Mental Health Counseling, Education or a related field plus five (5) years of paid work experience in mental health or related field under professional supervision;

OR: (E) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of paid work experience in mental health or related field under professional supervision;

OR: (F) An equivalent combination of education, training and experience between the limits of (A) and (E) above.

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.

NOTE: Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

SPECIAL REQUIREMENT: Possession of a valid driver license to operate a motor vehicle in New York State at time of application and to maintain position.

DUTIES: This is a professional clinical position in a 24/7/365 crisis counseling, information, and referral call center. The position involves telephone/texting crisis counseling and coordination of crisis intervention services to adults, adolescents, and children in emotional distress. The position includes answering crisis calls/texts and emergency bridge phones and collaborating with 911 dispatchers and law enforcement. The incumbent is also involved in assisting callers in developing safety plans, in triaging referrals to the Mobile Crisis Intervention Team, and in expediting requests for 9.45 emergency involuntary pick-up orders/coordination with the Director of Community Services. Supervision may be exercised over subordinate staff. Employees are required to work shifts which may cover day, night, holiday, and weekend hours. **EXAMPLES OF WORK (Illustrative Only):** Answers calls that come into the HELPLINE call center, gathers information about the caller/situation, responds with appropriate clinical response, and logs all calls in electronic data base prior to end of shift; coordinates with other service providers, family, emergency response, and initiates law enforcement welfare checks as necessary; engages in texting conversations through web-based software (i.e., iCarol) at HELPLINE, completes summary in software at completion of each conversation, and may need to complete an additional electronic log if necessary to convey clinical information to contract agencies confirmed to be working with caller; coordinates needs of the callers that are received through National Suicide Prevention Lifeline or the emergency bridge phones, and initiates “active rescue” with emergency dispatch and law enforcement when necessary; triages referrals to Mobile Crisis Intervention Team, Stabilization Center and Trauma Team for additional assessments/linkages to services and resources; makes referrals to appropriate community agencies (i.e. domestic violence resources) and supportive community events; provides general information about programs and treatment options for individuals and families and serves as an after hours resource for individuals needing additional support at the request of the treatment provider.

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

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.

Developing & implementing treatment in a social work program
These questions test for knowledge, understanding, and ability to apply social work concepts, theories, standards, principles, and practices in various settings. Questions may cover such topics as assessment, development, implementation, monitoring and evaluation of treatment for individuals and families; coordination of services; advocacy and counseling for individuals and families of all backgrounds; and crisis intervention.

Working with individuals to promote mental health
These questions test for knowledge of characteristics, causes and treatment methods associated with working with individuals who may have mental, developmental, physical, social and substance abuse disorders and/or disabilities. Questions cover such topics as establishing, maintaining and terminating client relationships; recognizing, interpreting, and responding to individual and group behaviors, as well as crisis situations; and facilitating access to essential services such as financial, housing, medical, educational, legal, vocational, and recreational.

Interviewing
These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

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>.

The use of calculators is **ALLOWED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.
APPLY ONLINE AT WWW.DUTCHESSNY.GOV/JOBS

*****IMPORTANT SEE REVERSE IMPORTANT*****
ISSUED: 12/20/2024

**FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE
AT <https://dutchess-portal.mycivilservice.com/> or dutchessny.gov/jobs**

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

RETURNED CHECK FEE: A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

FINGERPRINTING: An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

MULTIPLE EXAMINATIONS: If you are applying for civil service examinations offered by other government jurisdictions (New York State, another county, city, etc.) that are being held on the same date as this examination, you must make arrangements to take all examinations at one test site. Note: If you have applied for both New York State and Dutchess County examinations, you must take all examinations at the State site. **You are required to complete and return a Cross-File Form**, available on the Dutchess County website www.dutchessny.gov, to the Dutchess County Department of Human Resources **no less than two (2) weeks prior to the examination date**. Failure to provide such information within this time frame may result in disqualification from one or more examinations.

ALTERNATE TEST DATES may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

RELIGIOUS ACCOMMODATION: – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. You will be granted an alternate test date, usually during the following week.

SPECIAL ACCOMMODATION: If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

WEATHER: In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNV	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

COLLEGE CREDITS AND/OR DEGREE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

VETERANS: Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans’ credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans’ application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 (Member 4 Copy) must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

CALCULATORS: Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

ADMISSION TO EXAMINATION: Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.

CHANGE OF ADDRESS: Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

RESIDENCE PREFERENCE: Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

NOTE: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLICATIONS: May be obtained online at www.dutchessny.gov, by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

“HOW TO TAKE A WRITTEN TEST” and questions and answers about **MUNICIPAL CIVIL SERVICE EXAMINATIONS** publications are available on and can be fully downloaded from the New York State Department of Civil Service website www.cs.ny.gov/testing/localtestguides.cfm.