



CHILD PROTECTIVE SERVICES (CPS) COUNTY OFFICE MANAGER

General Summary

This position is responsible for managing the daily operation of a Protective Services Division field office.

CPS County Office Manager

Jobcode: SCMX40

Pay Band: SH

FLSA Status: Exempt

Distinguishing Characteristics

The CPS County Office Manager is responsible for managing all functions of the local county office regarding programs, policies, procedures, service delivery, budget and personnel.

Recommended Education and Experience for Full Performance

Master's Degree in any field of study from an accredited college or university and ten (10) years of experience in the management and direct provision of child welfare services, policy and procedure writing, and program research and development. Any combination of education from an accredited college or university and/or direct experience in child welfare totaling sixteen (16) years may substitute for the required education and experience.

Minimum Qualifications

Master's Degree in any field of study from an accredited college or university and eight (8) years of experience in the management and direct provision of child welfare services, policy and procedure writing, and program research and development. Any combination of education from an accredited college or university and/or direct experience in child welfare totaling fourteen (14) years may substitute for the required education and experience.

*Essential Duties and Responsibilities**

- Manages daily operation of local county office so as to permit the attainment of federal national standards and performance based budget measures.
- Provides consultation, direction and oversight of supervisors to monitor office practice; develop and implement program improvement plans to improve outcomes for children and families; and use management information reports and Quality Assurance information to monitor practice and performance improvement plans.
- Oversees the work of county office staff to ensure adherence to policies and procedures and takes action as necessary to provide compliance;
- Reviews FACTS to assist in determining office compliance with policies and procedures and provides information and direction to county based supervisors.
- Develops and maintains a positive relationship with staff, other agencies and community partners.
- Adheres to administrative management principles in the areas of budget, personnel, and general office management.

Bargaining Unit: Not Represented

Statutory Requirements: N/A

Conditions of Employment: Work is performed in an office setting. Late hours, weekend, and callback work may be required. Will be exposed to regular periods of video display terminal and keyboard usage and stressful situations. Some travel may be required.

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Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions,* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 04/28/2014 **Revised:** 8-24-2018; Job and Pay code change.

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*
