



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
CPS Investigation Supervisor	SICS30	SG	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose of Position

Devotes a substantial portion of time conducting training of workers responsible for investigating allegations of child abuse and neglect and assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants.

Nature of Work

CPS Investigations Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and assigned staff, and participating on the local County Office management team.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Develops networks and builds alliance; collaborates across boundaries to build strategic relationships and achieve common goals.
- Builds and manages workforce based on organizational goals, budget considerations, and staffing needs
- Ensures that employees are appropriately recruited, selected, and appraised; addresses performance issues.

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- Keeps up to date on occupationally specific technological developments; makes effective use of technology to achieve results.
- Reviews, assigns, and monitors CPS investigations to ensure timely initiation and assessment of child safety so as to reduce recurrence of maltreatment and re-entry into foster care.
- Trains, oversees, and ensures effective utilization of New Mexico Safety Assessment tool by caseworkers.
- Function as officer-in-charge for County Office as required.
- Provide after-hours response on a rotating basis.
- Review work product to ensure thorough, complete and accurate investigations and investigative decisions.
- Reviews affidavits and testifies as to the results of investigations.
- Coordinates and participates in FGDM, FCM and/or multi-disciplinary team meetings with families to develop appropriate case plans.
- Monitors cases of children coming into custody to consider initial placement decisions and ensure screening for concurrent planning.
- Reviews FACTS generated reports to determine unit's compliance with national standards, performance based budget measures, and agency policies and procedures.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work from an accredited college/university and six (6) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, two (2) years of which must be supervisory. Licensure by the NM Board of Social Work Examiners at the LBSW, LMSW, or LISW level.

Minimum Qualifications

Bachelor's Degree in Social Work from an accredited college/university and four (4) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care and licensure by the NM Board of Social Work Examiners at the LBSW, LMSW, or LISW level or eligibility for such licensure in accordance with NM requirements; **OR**,

A Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Services from an accredited college/university and six (6) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Customer and Personal Service — Knowledge of principles and processes for providing

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customer and personal services. This includes customer needs assessment

Administration and Management — Knowledge of business and management principles involved in strategic planning

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words

Psychology — Knowledge of human behavior and performance; individual differences in ability

Therapy and Counseling — Knowledge of principles

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment

Sociology and Anthropology — Knowledge of group behavior and dynamics

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

Speaking — Talking to others to convey information effectively.

Time Management — Managing one's own time and the time of others.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Statutory Requirements: N/A

Conditions of Employment: 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.

Default FLSA Status: Exempt.

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Bargaining Unit: Not covered

Established: 10/12/2012 **Revised:** 3/28/2014; 8-24-2018 Job and Pay code change.

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*