



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION CASE WORKER

Class Title	Class Code	Pay Band	Alt Pay Band*
CPS Investigation Case Worker	SICW23	SE	
CPS Investigation Senior Case Worker	SICW26	SF	

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

#### Occupation Description

Investigate child abuse/neglect referrals; assess the risk and safety of the child and take appropriate intervention action; provide testimony in court, and prepare cases for transfer to CPS Permanency Planning.

#### Nature of Work

The CPS Investigation Case Worker initiates CPS investigations and conducts case management of Child Protective Services investigations cases (family services and legal) consistent with policy and procedures so as to permit the attainment of federal standards and performance based budget measures - assigned investigations per month or a combination of investigations and permanency cases which are of equal weight. The CPS Investigation Case Worker assesses safety of children alleged to be maltreated and ensures that the appropriate safety decision is made, and that services are provided to parents and children to mitigate identified safety threats.

#### Distinguishing Characteristics of Levels

*Examples of work 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 the duties.*

#### CPS Investigations Case Worker

- Initiate CPS investigations in accordance with agency policy and procedures and the New Mexico Children's Code and obtain information necessary to create appropriate case plans to provide safety, permanency and well-being to children.
- Assess the safety of and risk to all children of the family who are the subject of a CPS referral as well as assess the family needs and strengths throughout the life of a case.
- Develop safety plans for child(ren) who are subject of a CPS investigation and determined to be conditionally safe or unsafe.
- Conduct assessments and service planning with families to provide protection, well-being and permanency for children.
- Ensure all CPS investigations are documented and referred to supervisor for review, approval and closure in FACTS within management established guidelines.
- Initiate and conduct medical case management activities for eligible clients.

## CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION CASE WORKER

- Complete the New Mexico Safety Assessment tool on all investigations in accordance with agency policy and procedure.
- Collect information from collateral contacts to complete family assessments and support investigation decision.
- Notify family of investigation decision, disposition and their right to request administrative review of decision.
- Provide and/or arrange for assessments/evaluations and ongoing services.
- Evaluate family progress and communicate information to family and case participants
- Complete eligibility determinations as required.
- Write affidavit in support of neglect/abuse petition when custody of a child is needed to provide protection for the child.
- Identify, provide and/or arrange for timely assessments/evaluations/interviews during the investigation needed to determine the validity of the allegations and provide information for the investigation disposition.
- Testify in court to findings of the investigation and efforts made.
- Determine if Indian Child Welfare Act (ICWA) applies.
- Staff or consult with supervisor to review case progress, investigation decision and disposition.
- Notify supervisor of any child(ren) placed into emergency custody by law enforcement and/or those requiring placement.
- Identify all school aged children's current schools and request educational records for children coming into care.
- Identify relatives for potential foster care placements.
- Work collaboratively with foster parents, service providers, children's court attorneys, GALs, placement staff, etc.
- Meet with community partners such as law enforcement, school officials, service providers, medical community, child care centers, judicial community, foster parents, CRB, CASAs, etc. on case specific issues.
- Respond to client/supervisor and community complaints and concerns.
- Share information with appropriate persons so as to provide quality service delivery, access to services, and awareness of the needs of the families in the county.
- Participate in county-based staff retention efforts including sharing information with supervisor and County Office Manager (COM) as the need arises.
- Enters case related payments accurately and in a timely manner.
- Determine eligibility for Title IV-E, Medicaid, SSI, etc.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and four (4) years of experience delivering social services to children and/or families.

### **Minimum Qualifications**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and two (2) 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.

## CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION CASE WORKER

### CPS Investigations Senior Case Worker

- Mentor other CPS investigations workers.
- Provide coverage to unit staff in the absence of the unit supervisor.
- Initiate CPS investigations in accordance with agency policy and procedures and the New Mexico Children's Code and obtain information necessary to create appropriate case plans to provide safety, permanency and well-being to children.
- Assess the safety of and risk to all children of the family who are the subject of a CPS referral as well as assess the family needs and strengths throughout the life of the case.
- Develop safety plans for child(ren) who are subject of a CPS investigation and determined to be conditionally safe or unsafe.
- Conduct assessments and service planning with families to provide protection, well-being and permanency for children.
- Ensure all CPS investigations are documented and referred to supervisor for review, approval and closure in FACTS within management established guidelines.
- Complete investigations within management established guidelines.
- Initiate and conduct medical case management activities for eligible clients.
- Complete the Structured Decision Making (SDM ) tool on all investigations in accordance with agency policy and procedure.
- Collect information from collateral contacts to complete family assessments and support investigation decision.
- Notify family of investigation decision, disposition and their right to request administrative review of decision.
- Provide and/or arrange for assessments/evaluations and ongoing services.
- Evaluate family progress and communicate information to family and case participants
- Complete eligibility determinations as required.
- Write affidavits in support of neglect/abuse petitions when custody of a child is needed to provide protection to the child.
- Identify, provide and/or arrange for timely assessments/evaluations/interviews during the investigation needed to determine the validity of the allegations and provide information for the investigation disposition.
- Testify in court to findings of the investigation and efforts made.
- Determine if Indian Child Welfare Act (ICWA) applies.
- Staff or consult with supervisor to review case progress, investigation decision and disposition.
- Identify all school aged children's current schools and request educational records for children coming into care.
- Identify relatives for potential foster care placements.
- Work collaboratively with foster parents, service providers, children's court attorneys, GALs, placement staff, etc.
- Meet with community partners such as law enforcement, school officials, service providers, medical community, child care centers, judicial community, foster parents, CRB, CASAs, etc. on case specific issues.
- Respond to client/supervisor and community complaints and concerns in a timely manner.
- Share information with appropriate persons so as to provide quality service delivery, access to services, and awareness of the needs of families in the county.
- Participate in county-based staff retention efforts including sharing information with supervisor and COM as the need arises.

## CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION CASE WORKER

- Enters case related payments accurately and in a timely manner.
- Determine eligibility for Title IV-E, Medicaid, SSI, etc.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and six (6) years of experience delivering social services to children and/or families.

### **Minimum Qualifications**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies 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.

### **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**

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment

**Therapy and Counseling** — Knowledge of principles

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

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing

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

**Education and Training** — Knowledge of principles and methods for curriculum and training design

**Public Safety and Security** — Knowledge of relevant equipment

**Sociology and Anthropology** — Knowledge of group behavior and dynamics

#### **Skills**

**Service Orientation** — Actively looking for ways to help people.

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

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

## CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION CASE WORKER

**Speaking** — Talking to others to convey information effectively.

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

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**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.

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

**Persuasion** — Persuading others to change their minds or behavior.

### 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:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 10/12/2001

**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](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*