

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	NEXP	Job Code:	ACV80272
Job Class Code:	770	Salary Schedule:	ASRRCPS
EEO Category:	02	Grade:	17
Workers Comp Code:	8832		

Job Code Established:	02/12/91	Effective Date:	
Job Code Revised:	10/01/98	Effective Date:	

JOB CODE SERIES: Public and Social Services

JOB CODE TITLE: CHILD PROTECTIVE SERVICE SPECIALIST II

HRIS TITLE: CPS SPCT II

WORK DESCRIPTION: Under general supervision, performs a wide variety of tasks in child protective case management; provides direct or indirect assistance to children and their families. This class is distinguished from the Child Protective Service Specialist I by greater emphasis on case management/case complexity and a higher level of authority assigned. May assume investigative responsibilities.

WORK ACTIVITIES: interviews children, parents, service providers, and other sources to gather information upon which to develop, implement, and monitor progress on case plans. Confers by telephone or corresponds by mail with enforcement agencies, parents, and attorneys to verify information. Examines and reviews documents, case records and associated materials; evaluates cases; and confers with supervisor; makes decisions. Consults policy and procedures manuals to ensure that actions to be taken are in compliance with laws and regulations. Assists clients in completion of various required forms or documents. Attends workshops or training sessions to improve working knowledges and skills. Conducts case staffings to develop, implement and monitor case plans. Reads incoming correspondence, memoranda or reports; plans and formulates responses; takes subsequent action. Confers with attorneys and technical experts in field of specialization in order to broaden knowledge, acquire specific information, or obtain advice on child welfare procedures. Confers with superior; presents difficult problems or questions; discusses plans and actions to be taken; makes decisions. Performs related work as required.

WORK CONDITIONS: Face-to-face with clients/parents in problem resolution and crisis intervention; some duties performed outside the normal office environment (i.e., the courts, the community, and client's residences); some travel required; may require on-call duty after normal working hours.

SUPERVISION: Works under the direct supervision of a Child Protective Service Unit Supervisor. Exercises discretion and some judgment in the application of child protective policies, rules and regulations.

WORK RESULTS/PRODUCTS: Legal documents pertaining to Child Protective Services; interviews with clients and parents; case files, written correspondence and reports; completed Child Protective Service investigations; individualized case plans.

RESPONSIBILITY: For timely and accurate processing of assigned cases and related documents; timely and accurate documentation of case activity and progress.

AUTHORITY: To make decisions regarding case management; to submit documents for legal action; to interpret State and Federal Child Welfare laws; to make decisions regarding removal of children from their residence.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Federal and State laws, statutes, regulations and directives governing Child Protective Services; risk assessment practices and procedures; psychological assessment tools and terminology; developmental and behavioral problems of children; family dynamics and systems; available community resources that may be used by clients and their families; cultural and ethnic groups of the region; policies and procedures of the court system; medical terminology as it relates to abuse and neglect symptomology.

Skill in: operating CRT to review case records.

Ability to: elicit information through interviews; interpret program policies, procedures, rules and regulations; evaluate and make decisions on cases; manage workload; communicate verbally and in writing; establish and maintain work relationships with families, children and representatives of courts; interview clients under stressful conditions.