

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	NEXP	Job Code:	ACV80273
Job Class Code:	770	Salary Schedule:	ASRRCP5
EEO Category:	02	Grade:	18
Workers Comp Code:	8832		

Job Code Established:	02/12/91	Effective Date:	
Job Code Revised:	09/27/06	Effective Date:	12/01/06

JOB CODE SERIES: Child Protective Service Series

JOB CODE TITLE: CHILD PROTECTIVE SERVICE SPECIALIST III

HRIS TITLE: CHILD PROTV SVS SPCT III

CHARACTERISTICS OF THE JOB CODE: Under general supervision, performs a wide variety of tasks in child protective case management; provides direct or indirect assistance to children and their families. Exercises discretion and some judgment in the application of child protective policies, rules and regulations. May supervise subordinate staff in the absence of the Child Protective Service Unit Supervisor. This class is distinguished from the Child Protective Service Specialist II by emphasis on responsibility of investigative, supervisory, or assessment of incoming communications in a call center.

EXAMPLES OF DUTIES; Individual positions may be responsible for some or all of the listed duties and/or other related duties. 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; confers with supervisor; makes decisions including removal of children from their residences. Consults policy and procedures manual to ensure that actions to be taken are in compliance with laws and regulations. Assists clients in completion of various required forms or documents.

Reads incoming correspondence, memoranda or reports; plans and formulates responses; takes subsequent action. Conducts case staffings to develop, implement and monitor case plans. 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. Determines if information reported is appropriate for investigation. Evaluates the urgency or seriousness based on reported information and assigns level of risk to the child(ren). Determines if information should be referred to another entity, licensing, health services, police, etc. Confers with superior; presents difficult problems, questions or high risk situations; discusses plans and actions to be taken. Documents all calls in automated system.

Attends workshops or training sessions to improve working knowledge and skills. Directs, instructs, explains and counsels subordinate workers in performing job duties. Instructs staff members in proper use of a complex system of methods, procedures, rules and regulations utilized by the work system. Performs related work as required.

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

KNOWLEDGE, SKILLS AND ABILITIES (KSAS):

Knowledge of: Federal and State laws, statutes, regulations and directives governing Child Protective Services; social work theory and practice; risk assessment practices and procedures; psychological assessment tools and terminology; interviewing and investigative techniques; developmental and behavioral problems of children; emotional, physical and mental needs of children and families; 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/Ability to: operate CRT to review case records; document calls in automated system; elicit information through interviews, gather necessary information to determine the needs of children; provide crisis intervention; interpret program policies, procedures, rules and regulations; evaluate and make decisions on cases; evaluate and modify an intervention plan on an ongoing basis; provide casework management; manage workload; communicate effectively, both orally and in writing; establish and maintain work relationships with families, children and representatives of courts; testify in court as expert witness; interview clients under stressful conditions.

KSAs are typically obtained through experience and/or education in:

- Social Work or related field
- Child welfare

Any combination of training and experience that meet the knowledge, skills and abilities (KSAs) may be substituted.

SPECIAL SELECTION FACTORS: Prefer BSW or related field, or MSW or related field. Possession of and ability to maintain valid Arizona driver's license appropriate to assignment.