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| **CLASSIFICATION TITLE- SUB-TITLE**  Licensing/Certification Specialist |
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| **POSITION SUMMARY** |

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| Under the general supervision of the regional licensing manager/supervisor, this position will evaluate, license, and monitor assigned child care programs (family childcare, group child care, day camps, certified providers). The Licensing/Certification Specialist will determine compliance with regulations established by the Department of Children and Families (DCF) in order to protect and promote the health, safety and welfare of the children being served. This position recommends and participates in issuing enforcement actions to support compliance of the licensing or certification rules. The Licensing/Certification Specialist will also be responsible for investigating complaints against illegally operating programs and licensed programs as assigned and provides technical assistance to individuals or groups involved in child care programs. These duties will require the drafting of documentation, reports, and comments, in addition to entering updates in the Wisconsin Child Care Regulatory System (WISCCRS) automation system and entering visit data in the licensing checklist mobile application. |  |  |

| **TIME %** | **GOALS AND WORKER ACTIVITIES** |
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**50% A. Complete Complaint/Incident Intake and Investigations**

A1. Determine whether a self-report, complaint or unregulated care constitutes a possible violation of licensing regulations. Secure detailed information from the report to assess compliance and complete intake form.

A2. Conduct follow-up site visits when warranted to ensure that areas of non-compliance have been corrected.

A3. Review findings and details to recommend actions of the department to address the situation properly. Write objective and accurate complaint findings.

A4. Review allegations and recommend involvement of other local agency or law enforcement staff, as indicated, to investigate the situation properly.

A5. Conduct site visit and any follow-up site visits when warranted to obtain additional information. Review facts, substantiating information, and using knowledge of statutes and regulations, determine whether the statute and/or regulations have been violated.

A6. Inform interested parties verbally and in writing of the results of the complaint investigation and what action, if the complaint has been verified, must be taken to rectify the situation. Write objective and accurate complaint findings.

A7. Inform operator of alleged illegally operating childcare program and other interested parties, verbally and in writing, of the results of the investigation and any required action (cease operation/apply for license) on the part of the operator.

A8. Provide appropriate direction of rules and statutory references/resources.

A9. Refer any proposed enforcement action, through regional licensing manager/licensing supervisor, to appropriate departmental personnel for review and counsel prior to initiation of such action.

**40%** **B.** **Monitoring of assigned child care programs.**

B1. Review/evaluate child care program application materials for completeness and compliance with applicable regulations.

B2. Visit the site of the childcare center and prepare documents using established procedures and professional judgment, determine the level of compliance with all statute, administrative code, operational, and physical requirements.

B3. Verify and document the correction of all previously unmet non-compliances or areas of the rules that must be in compliance before an initial license is issued.

B4. Prepare and write accurate and objective documentation of monitoring report results/findings.

B5. Conduct an exit conference to inform the applicant licensee of results of the initial licensing study and establish what action must be taken to correct them within an accepted time frame.

B6. Use established procedures to process exception requests.

B7. Ensure that all aspects of the Caregiver Background Law are met, including obtaining and reviewing necessary background checks and supporting information.

B8. Provide information or documentation to the LPPA regarding any conditions or limitations to be placed on a license.

B9. Maintain up to date files. This includes complete licensure procedures, upload information and update electronic according to established procedures.

B10. Conduct on-site monitoring inspections of licensed programs to ensure compliance with state regulations and statutes using the mobile checklist application and WISCCRS according to established procedures via a state issued iPad.

B11. When non-compliance is identified, cite violations consistent with administrative rules and the bureau policies.

B12. Determine, through site visits, phone calls or correspondence, that non-compliances cited at the time of monitoring inspections have been corrected according to established deadlines.

B13. Provide technical assistance/advice to licensed centers and promote standards of practice adding value to the regulatory process to advance quality of care of children served by licensees.

B14. Arrange/conduct a rule review with center staff to explain/interpret rule and compliance status when need is indicated.

B15. Conduct self on the job as a professional in manner, attitude, and appearance.

B16. Develop and maintain effective working relationships including interpersonal communications with co-workers, facility staff, other government agencies, other stakeholders, and the general public.

**5% C. Enforcement Actions and Appeal Process.**

C1. Prepare material, in co-operation with regional licensing manager/licensing supervisor and other appropriate departmental personnel, for enforcement action if compliance cannot be obtained or the health, safety or welfare of children is at risk.

C2. Recommend appropriate enforcement action through established channels to resolve continuing non-compliance situations.

C3. Work with attorneys in Office of Legal Counsel and testify as expert witness at hearings regarding enforcement actions as required.

C4. Provide statutory, administrative code, and DCF policy and procedure direction in all enforcements issued.

C5. Collect, protect and preserve evidence for the purpose of maintaining its admissibility in court proceedings.

C6. Prepare and submit complete, detailed and accurate monitoring visit, investigatory, and administrative reports.

C7. Prepare and assist in the preparation of reports.

C8. Prepare and deliver testimony at administrative hearings proceedings related to work previously performed.

**5% D. Completion of Miscellaneous Activities/Assignments.**

D1. Refer inquirer/applicant/operator to other regional or central office program specialists for advice concerning the need for a facility/program, planning a service which meets that need or improving level of service beyond that required for licensure.

D2. Participate in revision/updating of regulatory code/procedures/techniques/forms and related matters.

D3. Answer questions from local agency staff and the interested public regarding program concepts/regulations and compliance status of specific licensed centers. This includes referring interested public to local agency resources for additional support, information, and training.

D4. Provide technical assistance and respond to questions both verbal information and written material, from regional/county staff, providers, interested public, other stakeholders regarding regulations, compliance status of specific licensed centers, licensure, or already operating licensed programs.

D5. Inform other appropriate regional staff regarding problems experienced with contracted/operated programs.

D6. Participate in training programs to develop knowledge/skill in carrying out assigned tasks.

D7. Participate in activities sponsored by service providers to provide visibility to licensed programs and to promote improvement of service delivery systems.

D8. Participate in scheduled staff meetings.

D9. Serve on statewide work groups as assigned.

D10. Review, investigate and make recommendations to the supervisor for CCAP/CPS/FBI findings matches pushed over for resolution and assigned.

D11. Accept/implement other duties as assigned.

**KNOWLEDGE AND SKILLS**

1. Good written and oral communication skills.
2. Knowledge of Wisconsin licensing statutes covering family and group childcare and day camps.
3. Knowledge of administrative codes and standards covering family and group childcare and day camps.
4. Knowledge of early care and education principles and education system in Wisconsin.
5. Knowledge of regulatory monitoring processes.
6. Knowledge of investigative techniques and principles.
7. Knowledge of consultation and technical assistance methods and techniques
8. Knowledge of Wisconsin human service systems and programs.
9. Ability to organize, summarize and evaluate data objectively and effectively. to support program planning and achievement of successful outcomes
10. Ability to give constructive feedback in challenging situations.
11. Ability to deescalate high stress situations.
12. Ability to conduct individual and group interviews.
13. Ability to establish and meet deadlines.
14. Effective interpersonal and team leadership skills.
15. Conduct self on the job as a professional in manner, attitude, and appearance.
16. Must be skillfully independent, ability to establish work priorities and manage work time with minimal supervision.
17. Ability to use a computer and a mobile device to complete daily tasks.
18. Knowledge of Microsoft Office programs, web-based programs, iPad applications and the Internet.
19. Ability to work with diverse populations.
20. Ability to travel frequently.
21. Ability to attend overnight training and conferences as directed/assigned.
22. Possession of, or eligibility to obtain, a valid Wisconsin driver’s license and the ability to meet DOA Fleet standards.
23. Ability to work varying shifts including occasional nights and/or weekends.

Physical Requirements:

1. This position’s responsibilities include conducting home/facility visits, which requires the ability to navigate a variety of residences/locations, including walking up and down stairs, and navigating narrow hallways.
2. The requirements of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry a mobile device and other work-related materials.