

**CLASSIFICATION TITLE- SUB-TITLE**

Initial Assessment Supervisor

**POSITION SUMMARY**

The Initial Assessment Supervisor reports to the Initial Assessment Program Manager of the Division of Milwaukee Child Protective Services (DMCPS) Bureau of Initial Assessment (BIA). This position’s duties will encompass activities which support the Department’s and Division’s mission, vision, values and objectives. This position will support, manage and direct staff responsible for child welfare services for children and families in Milwaukee County. This position will work collaboratively with peers and other staff across programs within and outside of DMCPS to develop and implement management policies. This position will assign and review work of staff, support, model and evaluate staff performance through fieldwork, regular supervision and oversight and recommend corrective action when required.

The position is responsible for promoting family centered support and services for families and coordinating child welfare services with their staff, their peers, other agency staff, the child and family, local agencies and courts; assuring compliance with state and federal laws, administrative rules and policies. This position is responsible for monitoring program effectiveness and implementing improvements/revisions as necessary; planning and monitoring consultation services, resolving complaints; and maintaining and reporting of program data.

This position adheres to the Wisconsin Core Competencies of being accountable to their work activities, demonstrates effective written and oral communication, maintains respectful and prompt unbiased customer service, demonstrates quality interpersonal skills, displays sound judgement and decision-making skills, and practices in an equitable and inclusive manner with all individuals.

This position is required to participate in 24-hour on-call rotation and be able to works across multiple/varying shifts including nights, weekends and holidays (AM, PM and After-Hours) within the organization’s established work environment to ensure continuous provision of access and initial assessment services.

This position aids their peers, IAS and other agency staff in the office, remotely and in the field as a part of the initial assessment process.

**Physical Requirements:**

This position’s responsibilities include conducting home visits, which requires the ability to navigate a variety of residences, including walking up and down stairs, navigating narrow hallways and/or spending time in a residence void of comfortable temperature.

The requirements of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry young children (up to 40 lbs.).

**Other Requirements:**

This position requires the possession of or eligibility to obtain a valid Wisconsin driver's license and the ability to meet DOA Fleet standards and access to reliable personal motor vehicle transportation.

*(Rated PD  
Only)*

**TR1 TR2 TIME GOALS AND WORKER ACTIVITIES**

**55% A. Supervision, direction and monitoring of Access and Initial Assessment staff in the office, remotely and in the field.**

A1. Assign and monitor the documentation, case work and practice of assigned staff; oversee the development of safety and protective plans.

- A2. Direct staff activities to ensure compliance with work assignments, division and regional goals and objectives, administrative rules and bureau expectations
- A3. Manage and coordinate staff to meet workload demands in order to meet statutory requirements and ensure that services are provided on a prompt basis.
- A4. Provide case consultation to staff in the development and implementation of appropriate safety and protective plans and referrals to community services for each case.
- A5. Assure coverage of caseloads in the absence of an employee.
- A6. Review case records for appropriate case plans and documentation of provided services.
- A7. Conduct regularly scheduled meetings with staff to review/make decisions/share information about policy and procedures and brainstorm on difficult case decisions
- A8. Evaluate quality and quantity of services provided by staff. Ensure inclusion of needed improvements in performance evaluations through observation, case consultation and case reviews.
- A9. Review staff work performance and evaluate staff through Performance, Planning, and Development (PPD) process. This includes implementing and monitoring work directives.
- A10. Answer pre-file work grievances in accordance with applicable and personnel rules.
- A11. Assist Initial Assessment Managers to effectively investigate work rule violations.
- A12. Assist Initial Assessment Managers with scheduling and conducting staff discipline meetings and/or pre-disciplinary hearings according to personnel rules.
- A13. Conduct interviews, evaluate and select candidates and make appointment recommendations to fill vacant positions.
- A14. Review and make recommendations regarding employee requested training, travel vouchers, vacations, etc.
- A15. Monitor Initial Assessment Specialist overtime and daily work hours.
- A16. Use computer systems to communicate with staff and review casework.

30%

**B. Planning, development and implementation of child welfare services management policies. Provide direction in the implementation of the policies to staff responsible for providing child welfare services for children and families in Milwaukee County.**

- B1. Plan, develop and implement management child welfare policies and activities relative to assessment, case management, ongoing services, Termination of Parental Rights (TPR) and adoption.

- B2. Participate in the development of a policy manual for the Division of Milwaukee Child Protective Services to assure consistency across work units.
- B3. Coordinate the collection of statistical data and other information to meet regional, state and federal reporting requirements.
- B4. Evaluate program effectiveness on a regular basis and develop and make recommendations for improvements/revisions as necessary.
- B5. Ensure that staff responds to reports in compliance with bureau policies, practices and procedures.
- B6. Resolve complaints from clientele, other constituents, medical staff, legal staff and other ongoing Child Welfare agencies.
- B7. Implement strategies and procedures to monitor and ensure compliance with state and federal laws, standards and administrative rules and policies.
- B8. Direct and coordinate community and staff work groups and committees to explore and formulate new and innovative ideas for addressing the needs of children.
- B9. Ensure the consistent application of bureau policies, procedures and practices and identify issues and propose alternative solutions.

10%

**C. Maintain knowledge and assess staff training needs to ensure adequate staff training.**

- C1. Participate in all supervisory, unit and team meetings.
- C2. Attend in-service and other training for growth and development and to maintain best practice standards, child protective services and equity, inclusion and cultural knowledge, skills, and practice standards.
- C3. Maintain professional demeanor and conduct.
- C4. Participate in any assigned Milwaukee Child Protective Services System committees or other related projects.
- C5. Provide job shadowing and educational experiences/opportunities for entry level Initial Assessment Specialists.
- C6. Provide safety, care and supervision of children and youth during the initial assessment process while seeking and awaiting appropriate and safe living arrangements.
- C7. Provide support to agency staff/peers as a part of the work, which include accompanying staff in the field to homes, schools and other community locations, phone calls, collateral contacts and/or document reviews, etc.

C8. Other duties as assigned.

**5%**

**D. Management of AA/EEO plans in compliance with federal and state laws.**

- D1. Assure equal access and opportunity to staff to attend training and other career development activities.
- D2. Establish expectations that will not tolerate prejudice, unfairness and harassment between staff or those served by the bureau.
- D3. Ensure adequate accessibility to regional offices and workstations for all handicapped employees, children, family members and visitors in compliance with policies and procedures of the American with Disabilities Act.

**KR1 KR2 KNOWLEDGE, SKILLS, AND ABILITIES**

1. Possession of or eligibility to obtain a valid Wisconsin driver's license and the ability to meet DOA Fleet standards.
2. Possession of DMCPD Initial Assessment Certification.
3. Knowledge of and skill in the application of the principles and practices of applicable professional code of ethics.
4. Knowledge and application of family systems theory, child and family development, crisis intervention theory and the dynamics of child abuse and neglect with a strength based approach to working with children families.
5. Knowledge of current social and economic problems and ways in which these problems affect individuals and families.
6. Ability to analyze, interpret and apply laws, regulations and best practices pertaining to federal and state human service programs, particularly those laws relating to child welfare.
7. Skill in the interpretation and application of training, instructional and procedural materials.
8. Knowledge of human service and health resources (locally and nationally).
9. Ability to establish and maintain effective working relationships within the agency, contracted partner agencies, other social service agencies, courts, schools, public officials, professionals and the community.
10. Ability to work with a culturally diverse population.
11. Ability to work varying shifts including nights, weekends and holidays.
12. Ability to identify and recognize changes in human behavior including non-verbal and verbal cues.
13. Ability to maintain accurate, current case record documentation and prepare clear, concise reports based on documentation of case information and practice.
14. Ability to handle crisis and stressful situations that involve the well-being and protection of children and families as well as individual personal safety (both physical and mental).
15. Skill in conducting interviews, and gathering, synthesizing and analyzing information/data to form a conclusion.
16. Ability to plan and organize work in an effective and timely manner.
17. Knowledge and proficiency in the use of computers, internet searches, social media, smartphone devices and other software packages (e.g., Word, Excel, Outlook, etc.).