

CLASSIFICATION TITLE- SUB-TITLE

Initial Assessment Program Manager-Professional Development Section Manager

POSITION SUMMARY

Under the general supervision of the Director of Bureau of Child Protective Services (BCPS) of the Division of Milwaukee Child Welfare (DMCW), this position directs and manages the recruitment, hiring and training of Initial Assessment Specialists. In addition, this position manages and supervises the Professional Development Section. This position will provide focused attention on training compliance for all state and contracted agency staff, policy development, strategic planning, and continuous quality improvement efforts. This position services as a member of the Division's executive team with primary responsibility of ensuring Initial Assessment Specialists receive the training, education and learning opportunities to understand and execute their job responsibilities. This position works closely with the Initial Assessment Bureau Director.

This position is an integral function within the BCPS program design/service delivery. Collaborative engagements, relationship building, development and maintenance within the bureau, and across sections are required duties of the role. As a member of the organization's executive team, works collaboratively with cross section managers and teams and community partners on policy development, strategic planning, continuous quality improvement efforts and ensuring training compliance for all state and contracted agency staff

The position supports the execution of the DMCW's objectives: 1) delivery of consistent, efficient and high-quality services to children and families; 2) creation of new partnerships with the community to deliver services and share responsibilities for outcomes; and 3) development of sufficient system and community response to address the child welfare needs of children and families. This position also works with the Administrator, Deputy Administrator and the Policy Initiatives Advisor to develop and execute strategic and policy plans for the delivery of child welfare services in Milwaukee County.

This position adheres to the Wisconsin Core Competencies of being accountable to their role and 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 works primarily in the office and participates in on-call rotation for the after-hours shift.

(Rated PD

Only)

TR1	TIME	GOALS AND WORKER ACTIVITIES
TR2	%	
	35%	Management and Oversight of DMCW new staff training program and training and staff development within DMCW.
		A1. Manage and oversee the hiring, onboarding, and training of new DMCW initial assessment staff. Oversee the development and implementation of policies, processes, and evaluation tools for new initial assessment staff.
		A2. Manage the DMCW partnership with the PDS Training system. Work with assigned staff and PDS staff to ensure that programming is scheduled and available to meet hiring needs, to provide training and support in needed areas, and to keep DMCW staff current on training re-certification requirements.

- A3. Work with other DMCW Staff to ensure that standards for competency are developed and adhered to in the evaluation of family-serving staff completing training programs and in accordance with state statutes, administrative rules, and child welfare standards.
- A4. Work with assigned staff and other section leaders to develop joint orientations/trainings/meetings to ensure state staff and contracted staff are receiving like information and trainings on important child welfare topics. Coordinate in the development of new trainings on timely and important topics related to child welfare practice.
- A5. Work with other sections to identify staff training needs, develop a plan to support the professional development of DMCW employees, and bring training and professional development expertise to agency business needs.
- A6. Work with other DMCW staff to coordinate on external partner trainings including mandated reporter training and training on CPS processes for other non-CPS professionals.
- A7. Complete special assignments and other assigned duties as requested.

20% Management and Supervision of Assigned Staff.

- B1. Provide direct supervision of assigned staff by monitoring work performance, ensuring goals are attained, and coaching them and consulting with them on a regular basis.
- B2. Assign work as needed and review work products from assigned staff. Ensure smooth coordination of assignments to ensure all needed areas are covered.
- B3. Review the quantity and quality of services provided by assigned staff and conduct performance evaluations using the designated DCF process. Include needed improvements as necessary and follow up on efforts to achieve progress on improvements.
- B4. Review the quantity and quality of services provided by assigned staff and conduct performance evaluations using the designated DCF process. Include needed improvements as necessary and follow up on efforts to achieve progress on improvements.
- B5. Recommend disciplinary action or investigations where necessary. Participate in investigations and disciplinary decisions as requested by HR and DMCW Admin staff.
- B6. Ensure that assigned staff are performing work in a manner consistent with agency expectations and DMCPs' mission and goals.
- B7. Interview and select staff based on the program objective of maintaining a qualified, diverse and culturally competent workforce who are best positioned to deliver quality services to children and families in Milwaukee County.
- B8. Assess training, leadership and professional development needs of staff. Regularly check in on career goals and opportunities for development.

15% Provide leadership within DMCW and externally with training partners and participate in program planning efforts across the division to ensure the delivery of child welfare services and outcomes for families in a way consistent with agency goals.

- C1. Conduct regular meetings with statewide and local training partners and contracted agencies to identify existing training program strengths and weaknesses and opportunities for partnership to improve training delivery.

- C2. Provide direction and support to assist with developing Division work priorities and strategic initiatives. Take a lead role in organizing or delegating activities related to developing and executing a strategic plan for the agency within the Professional Development Section.
- C3. Participate meaningfully in executive team and management team meetings and decision-making.
- C4. Support and develop opportunities for collaboration among external training partners and internal staff including sections across the Child Protective Services Bureau in the planning, delivery, and evaluation of training services to staff in Milwaukee.
- C5. Work collaboratively with cross section managers and teams and community partners on policy development, strategic planning and continuous quality improvement efforts. Foster and enhance cross-section communication and development of shared goals through collaboration with the Bureau Directors, managers and staff.
- C6. Work with Division leaders to address operational issues in a manner consistent with promoting DMCW goals including incorporating an equity lens into management decision-making.

15% **Quality Improvement and data analysis**

- D1. Work with other agency staff, including the Metrics, Analytics, and Review Section and the Administrator, Deputy Administrator, BCPS Director and Deputy Director to develop a plan for measuring the quality of hiring processes and training of new Initial Assessment Specialists.
- D2. Create a process for routine review of quality metrics related to staff competency and training compliance with Division staff and a plan for obtaining performance feedback from staff and other stakeholders.
- D3. Work with staff within the Division and across other DCF divisions, contracted agencies, and community providers to identify opportunities to improve training and service delivery for new Child Welfare Professionals.
- D4. Work in partnership with other DCF staff and external stakeholders to provide a DMCW-specific lens and expertise in child welfare service areas to develop and review data when requested.

15% **E. Stakeholder and Cross-systems engagement and education.**

- E1. Establish and maintain effective and cooperative working relationships with other DCF staff and divisions including the Division of Safety and Permanence, the Division of Management Services, and the DMCW Bureau of Research, Analytics, and Programs, cross-program sections within the BCPS, and Medical Unit.
- E2. Establish and maintain effective and cooperative working relationships with external agency stakeholders including DMCW contractors, members of the Milwaukee Child Welfare Partnership Council, members of the Milwaukee Child Advocacy Response Team (“CART”), representatives from Children’s court, Milwaukee County program leads, and other external stakeholders as needed and appropriate.
- E3. Participate meaningfully in internal DCF meetings and/workgroups on behalf of DMCW and/or the Administrator by providing voice to the Milwaukee DMCW experience and advocating for DMCW needs.

- E4. Participate meaningfully in external meetings and/or workgroups on behalf of the agency by spotting issues that impact CPS work, helping group members understand how CPS works, and bringing important information and potential collaboration opportunities back to DMCW for agency consideration.

- E5. In conjunction with the Administrator and other managers, identify new opportunities to build positive stakeholder relationships that will positively impact children and families in Milwaukee County.

KNOWLEDGE AND SKILLS

1. Knowledge of theory, principles and practices in the field of child welfare services.
2. Knowledge of public child welfare program functions, principles and practices.
3. Knowledge of federal and state laws, regulations, standards, and policies in child protective service and out-of-home care of children in the public child welfare system in Wisconsin.
4. Knowledge of the theories and practices of administration, management, and supervision of public child welfare services.
5. Knowledge of child abuse and neglect program functions including Access and Initial Assessment.
6. Knowledge of the theories and practices of successful program and policy development and implementation in public child welfare services.
7. Knowledge of Wisconsin's private child welfare service providers.
8. Knowledge of budgeting practices and processes for state and local child welfare agencies.
9. Skill in oral and written communication sufficient to successfully articulate issues and engage the support of legislators and other public officials, providers, advocates and service recipients
10. Working knowledge of Children's Court Center and court processes for child abuse and neglect cases.
11. Knowledge of the principles of cultural competence and the ability to provide effective child protective services that are responsive to the culture and diversity within the populations served.
12. Skill in implementing directions and maintaining effective professional working relationships with co-workers, families and children and supervisors.
13. Knowledge of leadership and supervisory principles and practices.
14. Demonstrated abilities in decision-making and conflict resolution.
15. Demonstrates awareness of timelines for action as well as legal requirements of child abuse and neglect cases.
16. Knowledge of Equal Employment/Affirmative Action Compliance implementation.
17. Knowledge of program and policy development and implementation.
18. Skill in implementing directions and maintaining effective professional working relationships with co-workers, families and children and supervisors.
19. Ability to establish collaborative relationships with a variety of stakeholders that lead to results and informal and formal relationship
20. Possession of or ability to obtain a valid Wisconsin driver's license and the ability to meet DOA Fleet standards and access to reliable personal motor vehicle transportation.
21. Knowledge and proficiency in the use of computers, internet searches, social media, smartphone devices ability to operate in a Windows based environment utilizing Microsoft Office, Outlook and other software packages
22. Experience analyzing detailed information, policies or programs and/or collaborating with subject matter experts to develop training materials (user guides, desk aids, visual aids, project charters, e-learning/web-based training, materials for print, and web, etc.).

KR1
KR2

KNOWLEDGE AND SKILLS

23. Ability to utilize the following software tools for developing and delivering on-line training delivery: SharePoint; Microsoft PowerPoint, and other tools as they become available for DMCW.
24. Knowledgeable in adult education principles and ability to utilize adult education principles in curriculum planning and implementation.
25. Knowledge of and ability to use group dynamics in conducting education sessions and facilitating group.
26. Defines appropriate learning objectives and skillfully designs and delivers training programs and curriculums to meet objectives.

Physical Requirements:

This position's responsibilities include supporting supervisors and their staff as needed by providing field supervision in children and families' homes. This 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).