



# NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

**Philip Murphy**  
Governor

**Tahesha L. Way, Esq.**  
Lt. Governor

**Christine Norbut Beyer, MSW**  
Commissioner

## \*AMENDED\* JOB VACANCY POSTING

<b>POSTING #:</b>	027-25	<b>ISSUE DATE:</b>	January 10, 2025
<b>TITLE:</b>	<b>PROGRAM SUPPORT SPECIALIST 2 ASSISTANCE PROGRAMS (CLASSIFIED COMPETITIVE)</b>	<b>CLOSING DATE:</b>	January 24, 2025
<b>LOCATION:</b>	Department of Children and Families (DCF) Office of Monitoring (OOM) 50 East State Street Trenton, NJ 08625		
<b>POSITIONS:</b>	MULTIPLE	<b>RANGE:</b>	P 24
<b>DISTRIBUTION:</b>	STATE-WIDE	<b>*SALARY:</b>	\$71,214.39 - \$101,098.35

**SCOPE OF ELIGIBILITY:** Open to employees who are permanent in a competitive title with underlying permanent State service as a promotional or lateral opportunity, subject to current promotional and hiring restrictions.

**SPECIAL NOTE:** This position may be eligible to work remotely for up to two days in a calendar week.

**DEFINITION:** Under the limited supervision of a Supervising Program Support Specialist or other supervisory official in a state department or agency, or in a community or institutional setting, is responsible for performing activities to maintain, monitor and/or implement client services/assistance programs; May take the lead over entry level Program Support Specialist staff; conducts program related site visits, studies, and investigations as needed; may take the lead over lower level staff; does other related work as required.

The NJ Department of Children and Families seeks monitors to report within the Office of Monitoring.

DCF is one of the nation's premier child and family serving agencies, responsible for the State's child welfare and child protection systems, NJ's innovative system to provide treatment and allied services to support children with significant behavioral health challenges and/or intellectual or developmental disabilities (NJ Children's System of Care), and NJ's statewide network of domestic violence and sexual assault programming.

The Office of Monitoring (OOM) is responsible for conducting comprehensive, biannual assessments of the quality of practice and services delivered by contracted providers serving New Jersey's children and families. Monitoring approaches include the use of standardized instruments for reviews of case records, site visits, and interviews with service referents, clients, and community stakeholders. The OOM will evaluate provider agency performance on critical state priorities, including assessment of quality, constituent and referral experience, adherence to service models, and examination of service outcomes. Reporting to an OOM Supervisor, the Monitor is responsible for the following:

- Evaluating the performance and practice of the contracted service network in relation to DCF standards, levels of service, and service models, which involves extensive reading
- Conducting remote and on-site reviews of contracted provider records to analyze and synthesize information documented using standardized evaluation instruments
- Recruiting, scheduling, and interviewing service clients using standardized instruments; administer service referent surveys
- Compiling and entering monitoring information data into electronic monitoring system.
- Monitors will be required to employ a critical thinking approach to collect data from interviews, case records, and site visits during the monitoring process
- Reporting any critical unattended safety and risk issues that emerge during the monitoring process
- Participating and supporting Departmental Continuous Quality Improvement (CQI) efforts

- Aiding in the enhancement of data collection tools and participating in inter-rater reliability training to increase the validity of statistical data
- Attend and complete training on monitoring tasks
- Must adhere to all DCF Policies, and OOM Protocols and Procedures
- Communicating professionally with leadership, colleagues, and provider agencies through open and interactive communication
- Traveling throughout the state to perform job duties (travel is not restricted by county or region)
- Other duties as assigned

## REQUIREMENTS

**NOTE:** Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Six (6) years of professional experience in a public or private agency having responsibility for analyzing, monitoring, maintaining or implementing social service, economic assistance, community service, sustenance (food), or any other human support/assistance program.

### OR

Possession of a bachelor's degree from an accredited college or university; and two (2) years of the above-mentioned professional experience.

### OR

Possession of a master's degree in Social Work, Psychology, Education, Public Administration, Business Administration, or a related field from an accredited college or university; and one (1) year of the above-mentioned professional experience.

**NOTE:** "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

**RESUME NOTE: Eligibility determinations will be based upon information presented on the resume only. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of one's transcripts from a recognized evaluation service at the time of submission by the above closing date. Failure to do so may result in your ineligibility.**

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

**NOTE:** APPLICABLE SPECIAL RE-EMPLOYMENT LIST ESTABLISHED AS A RESULT OF A LAYOFF WILL BE USED BEFORE ANY APPOINTMENTS ARE MADE.

## IMPORTANT NOTICE

**RESIDENCY** - Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

### Electronic Filing:

Forward a cover letter and resume as a **single PDF document**, saving the file by your **Last Name, First Name** to:

[Job.Posting@dcf.nj.gov](mailto:Job.Posting@dcf.nj.gov)

Include the **Job Posting #** in the subject line of your email.

**The Department of Children and Families is an Equal Employment Opportunity Employer and is committed to fostering a respectful and inclusive work environment which reflects the diversity of the state we serve.**