



NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

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JOB VACANCY POSTING

POSTING #: 191-24 **ISSUE DATE:** April 26, 2024

TITLE: **PROGRAM SUPPORT SPECIALIST 2 ASSISTANCE PROGRAMS** **CLOSING DATE:** May 10, 2024

FUNCTIONAL TITLE: **CASE REVIEWER**

LOCATION: Department of Children and Families
Office of Quality
50 East State Street
Trenton, NJ 08625

POSITIONS: 2 **RANGE:** P 24

DISTRIBUTION: STATEWIDE **SALARY:** \$ 68,806.17- \$ 97,679.61

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.

The Office of Quality seeks dynamic Program Support Specialist 2, Assistance Programs to function as Case Reviewers, with strong case practice skills to conduct qualitative case record reviews to evaluate the Division of Protection and Permanency (DCP&P) case work practice, to support Child and Family Service Reviews (CFSR), and other targeted or ad hoc reviews to help support the qualitative review processes within the Department. The Case Reviewers will utilize a standardized review instrument to assess and evaluate the practice for the record reviews.

RESPONSIBILITIES: The incumbent will perform activities to carry out the Department's review processes, including the following:

- Review and analyze case practice for the Division of Child Protection and Permanency (DCP&P) to evaluate strengths and gaps in case practice in order to target quality improvement efforts.
- Rate key indicators of child welfare case practice based on standards and records using an on-line tool.
- Identify, discuss, and write review alerts for unaddressed safety and risk related concerns identified during the case review.
- Complete a quality control instrument to assess and promote the safety and well-being of children listed in the assigned case review.
- Participate in workgroups to develop and refine case review instruments, as needed, in order to better assess quality practice and effectiveness of service delivery.
- Perform quality control functions and participate in inter-rater reliability studies to enhance case review instrument, promote objectivity/efficacy and develop capacity to successfully rate frontline practice.
- Support operations, as needed, for the Collaborative Quality Improvement Unit (CoQI), and Fatality Review processes.
- Participate in special projects as needed and determined by Office of Quality.

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.

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.

PREFERRED SKILLS:

- Minimum three (3) years welfare or child protective service experience.
- In-depth understanding of the policies and procedures in DCP&P program areas, including thorough knowledge of best practice in the child protection.
- Experience in conducting case reviews and/or operational reviews/process evaluations
- Knowledge of and ability to navigate NJ Spirit and related databases and proficiency on Microsoft Office software, including Word, Excel and PowerPoint, strong organizational skills and attention to detail and comfort working within well-defined deadlines for completing reviews and reports are favored.

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

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.