



NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

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JOB VACANCY POSTING

POSTING #:	175-24	ISSUE DATE:	April 12, 2024
TITLE:	PROGRAM SUPPORT SPECIALIST 1 ASSISTANCE PROGRAMS (CLASSIFIED COMPETITIVE)	CLOSING DATE:	April 26, 2024
LOCATION:	Department of Children and Families Office of Monitoring The Professional Center 30 Van Dyke Avenue New Brunswick, NJ 08901		
POSITIONS:	MULTIPLE	RANGE:	R27
DISTRIBUTION:	DEPARTMENT WIDE	SALARY:	\$78,926.30 - \$112,379.84

SCOPE OF ELIGIBILITY: Open to employees of the Department of Children and Families 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 general supervision of a Supervising Program Support Specialist or other supervisory official in a state department or agency, or in a community or institutional setting, supervises the work of a professional unit responsible for performing activities to maintain, monitor and/or implement client services/assistance programs OR maintains, monitors and/or implements a complex client services/assistance program; acts as a liaison between the agency and other public and/or private organizations; supervises staff and work activities; prepares and signs official performance evaluations for subordinate staff; does other related work as required.

The NJ Department of Children and Families seeks supervisors in 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, annual 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 the OOM Tier Supervisor, the Supervisor is responsible for the following:

- Supervising five monitors responsible for the evaluation of the contracted service network's performance and practice relating to DCF standards, levels of service, and service models.
- Distributing monitoring assignments and working closely with monitors to ensure deadlines are met for the reviews and report dissemination.
- Ensuring monitors adhere to established monitoring protocols and practices, and use monitoring instruments with fidelity. Reviewing OOM instruments completed by the monitors to ensure the reliability of data produced by the OOM via a quality control process.
- Articulating the expectations for the quality of the contracted service network's performance and practice to the monitoring unit.

- Enhance unit member's monitoring skills through the application and teaching of critical thinking skills.
- Reporting any critical unattended safety and risk issues.
- Provide strong communication and feedbacks loops to providers regarding results of monitoring activities. Facilitate entrance conferences.
- Participating and supporting DCF Continuous Quality Improvement (CQI) efforts.
- Conducting regular individual and group supervision, actively supporting staff development, and effectively using supervision and the performance evaluation process to promote staff accountability.
- Performing administrative functions, including assigning tasks and completing staff appraisals using New Jersey's Electronic Performance Assessment Review (ePAR), time and leave for all monitors.
- Assisting with the implementation of the Office of Monitoring; assisting in the enhancement of data collection tools and participate in inter-rater reliability training to increase the validity of statistical data.
- Traveling throughout the state to perform job duties.
- 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.

Seven (7) 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 three (3) 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 two (2) years 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

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.