

**CLASS TITLE: SUPERVISOR-CHILD PROTECTIVE
INVESTIGATOR**

**Class Code: 02825400
Pay Grade: 31A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To supervise professional staff engaged in receiving, screening, evaluating and investigating referrals/complaints relative to alleged child abuse and/or neglect and alleged institutional abuse and/or neglect; to closely monitor staff to enhance performance and provide direction in obtaining and assessing facts; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with some latitude for the exercise of initiative and independent judgement in the performance of screening, assessments and investigations; work is reviewed upon completion through submitted reports and conferences for results obtained in conformance to accepted professional investigative standards, principles, practices and techniques with an emphasis on child protective services, as well as Federal and State Law and Departmental policies, procedures and goals.

SUPERVISION EXERCISED: Assigns, supervises and reviews the work of a professional staff as well as clerical and data entry staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To supervise professional staff engaged in receiving, screening, recording, evaluating and investigating referrals/complaints relative to alleged child abuse and/or neglect and alleged institutional abuse and/or neglect/

To provide direction to staff in methods and techniques in obtaining, analyzing and investigating child abuse and/or neglect and institutional analyzing and investigating child abuse and/or neglect and institutional abuse and/or neglect referrals/complaints in a specified time frame.

To ensure the investigative process is completed in accordance with accepted professional investigative standards, principles, practices and techniques.

To initiate (when necessary) and participate in meetings and conferences to review and evaluate the facts obtained from a complaint and the subsequent investigation.

To properly operate sophisticated information systems, equipment and telephonic systems equipment;
To ensure the proper usage of this equipment.

To assist staff in the identification of critical and urgent instances of alleged abuse and/or neglect.

To review case files to ascertain the completeness and accuracy of investigation activities.

To monitor and review the work of the staff to ensure compliance with departmental goals, policies, and procedures.

To consult regularly with the superior regarding the work of the staff; immediately calling attention to examples of positive performance as well as any difficulties with a particular case or problem with a staff member noting recommendations for action.

To complete evaluations of the staff indicating areas of competence and excellence as well as specific deficiencies and areas of improvement.

To evaluate the effectiveness of the services provided by the staff in regards to conformance to policies, procedures and rules; and to recommend changes as required.

To improve those services.

To assist in the training (orientation and on-going) of staff consistent with departmental policies, procedures and goals.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: To thorough knowledge of interviewing skills and the ability to apply and initiate those skills effectively during telephone or other contact; a thorough knowledge of the principles, practices and techniques of investigative work, and the ability to apply such; a thorough knowledge of department policies, procedures, and goals and the ability and commitment to adhere to them; a thorough knowledge of State and Federal Laws relating to programs/mandates providing social services to and protection for children and youth; a working knowledge of the principles, practices, and techniques of social work including child protective services; a working knowledge of community service and maintain effective working relationships with clients, superiors, peers, other Department representatives and to prepare clear and concise reports pertaining to findings, analysis, conclusions and/or recommendations; the ability to assign, supervise and review the work of staff involved in the completion of screening, assessments and investigations; the ability to effectively train staff in the proper procedures utilized in screening, assessment and investigative work; the ability to maintain the confidentiality of all investigations; the ability to extract and interpret highly complex information and ascertain facts by personal contact and analyzing documents; the ability to utilize sophisticated information systems equipment in order to enhance the fact finding and analytical process; the ability to accept direction and work under the supervision of a superior; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Bachelor's Degree from an accredited institution of higher learning in Social Work, Social Welfare, Psychology, Sociology, Criminal Justice, Law Enforcement; and

Experience: Such as may have been gained through: full-time employment in a public or private agency in a responsible supervisory or administrative position involving: child protection investigations; of social service to children and their families; or full-time employment in a responsible supervisory or administrative position in the field of law enforcement, or related activities.

CONDITION OF EMPLOYMENT: Must possess and maintain a valid Rhode Island Motor Vehicle Operator's license.

Class Created: December 11, 1983

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