

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 8145100**

**Children and Family Services Specialist 1, Grade 18 8145100**  
**Children and Family Services Specialist 2, Grade 23 8145200**  
**Children and Family Services Specialist 3, Grade 27 8145300**

Brief Description of Class Series

Children & Family Services Specialists administer service programs offering assistance to children and families in need at the Office of Children and Family Services (OCFS). The positions provide information and referral services in Foster Care, Preventive Service, Child Protective Services, Early Childhood Services, Adoption Services, Teenage Pregnancy Programming, Domestic Violence Services, Prevention Services, Rehabilitative Services, or Refugee and Entrant Assistance Programs. In addition, they provide technical assistance to local departments of social services, county youth bureaus, OCFS residential care facilities for court referred youth, field-based agency staff, and a variety of public and private agencies. Positions review legal requirements, professional standards, and staffing for organizations in addition to observing service delivery.

Distinguishing Characteristics

*Children & Family Services Specialist 1:* full performance level; assists in the development, implementation, and administration of New York State's services to children, adults, and families or operates in a centralized system or field-based structure recommending policy, program planning, operating and monitoring programs and providing oversight and technical assistance to a number of local support groups, organizations, and facilities.

*Children & Family Services Specialist 2:* advanced performance level/team leader; responsible for a number of programmatic activities related to services supervised, monitored, evaluated, or directed by the agency; provides technical assistance to local providers regarding statewide OCFS programs; may supervise Children & Family Services Specialist 1 and support staff.

*Children & Family Services Specialist 3:* supervisory unit head; supervises groups of Children & Family Services Specialists 2 and lower-level staff, and is responsible for independently pursuing, planning, demonstrating, and implementing various rate-setting and researching projects.

## Related Classes

Children & Family Services Program Managers direct the operations of divisions and bureaus within OCFS. These bureaus and divisions provide, oversee, or coordinate the provision of services to at-risk adults, families, children, and youth in program areas including education, life skills, and family support. These services and programs are designed to enable participants to achieve realistic educational, vocational, social, and personal goals. Incumbents provide direct and indirect supervision to agency staff, and staff employed by other jurisdictions such as Local Social Services Districts or contract staff.

Youth Counselors mentor and guide youth in residential facilities operated by the Division for Juvenile Justice and Opportunities for Youth and in Community Multi-Services Office programs. They are responsible for the supervision, evaluation, and guidance of youthful offenders, juvenile offenders, or at-risk youth referred to OCFS. They frequently communicate face-to-face with individual youth and their families.

## Illustrative Duties

### *Children & Family Services Specialist 1*

Monitors and provides technical assistance to county youth bureaus for compliance with State and federal guidelines including appropriateness of sites and adherence to program standards for fiscal requirements, staffing, procedures, and fiscal reporting.

Monitors and provides technical assistance to local social services districts regarding legal requirements in the assigned program area.

Develops and manages contracts and renewals for compliance with program guidelines and State regulations.

Reviews proposed contracts for fiscal and programmatic correctness, adherence to State policy, compatibility with agency programs and goals, availability of funds, and appropriateness of rates.

Drafts written responses to interested parties on contract awards and contract status; provides guidance, technical assistance, and training to potential bidder(s) to facilitate the contract and procurement processes, ensuring all control requirements are met.

Coordinates access to program services, and compiles data on program effectiveness.

Provides oversight and technical assistance to local departments of social services, county youth bureaus, residential care facilities for court-referred youth, field-based

agency staff, and a variety of public and private agencies, regarding legal requirements and professional standards for the organization or the staffing and delivery of services.

Assists with centralized policy, planning, and program operations oversight settings, and in field-based structure.

In addition, when assigned to the Division of Child Welfare and Community Services:

- Provides comment and recommendations on regulations and administrative letters in the area of Domestic Violence programs.
- Prepares application packages for approval and certification of new programs; re-certifies Domestic Violence programs as necessary.
- Facilitates the implementation of OCFS priorities, policies and procedures by local districts and agencies such as CONNECTIONS, Child Welfare Practice Model, Title IV-E, Permanency Panels.
- Monitors and provides technical assistance to all preventive services provided either directly by Administration for Children's Services (ACS) or contracted to voluntary agencies.
- Monitors the ACS initiative, Improved Outcomes for Children (IOC), conducts yearly case record reviews, and observes Family Team Conferences at the provider agency program sites.
- Participates in program reviews for local departments of social services and voluntary child-care agencies when assigned, including Child Protective, Foster Care, Voluntary Agency and Child and Family Services Reviews.
- Provides guidance and technical assistance to regional office staff to interpret and use performance data to advance child welfare outcomes of safety, permanency, and well-being.

In addition, when assigned to the Division of Child Care Services:

- Conducts research and develops reports on program selection criteria for placement of court referred children to youth facilities and to aftercare services.
- Monitors and provides technical assistance to regulated childcare programs.
- Conducts field inspections of programs seeking licensure and of licensed childcare programs for compliance with State and federal guidelines and regulations.

- Conducts complaint investigations of regulated childcare programs including, initiating enforcement actions of regulated childcare programs, which consists of gathering factual information, writing reports, and preparing for and testifying at Administrative Hearings.
- Processes clearances and conducts safety assessment required of Child Care Providers.
- Participates in the drafting of the Child Care section of the State plan which provides Statewide direction and policy.
- Designs and evaluates monitory capabilities for local social services districts.

In addition, when assigned to the Division of Juvenile Justice and Opportunities for Youth:

- Provides technical assistance and recommendations, as necessary, to OCFS facilities, contractors, congregate care facilities, community-based organizations, youth bureaus, youth councils, and other agencies related to workforce development for OCFS target populations.
- Reviews and analyzes federal/State regulations and proposed/enacted legislation to identify changes in program guidelines, eligibility factors, procedures or regulations and determines their impact on youth and workforce development and makes recommendations, as appropriate.
- Participates in the development, monitoring and management of contracts and Request for Proposals for workforce development programs and assists with other initiatives agency-wide.
- Assists in researching and developing appropriate materials for development and implementation of training related to workforce development for youth for OCFS employees, congregate care facilities, youth bureaus, workforce development system partners and other organizations involved in programming for youth.
- Manages assignments and reassignments of youth to appropriate OCFS residential facilities, after establishing the level of risk posed by the youth and determining that placement at the facility will mitigate the risk; as well as managing population levels for assigned facilities, and written records of movements of youth for assigned facilities.
- Authorizes the release of youth from a residential facility, by following established guidelines, e.g., ensuring that a Continuity of Care Plan has been submitted for the youth.

- Develops and maintains up-to-date profiles of the youth served by his/her assigned facilities, and revises these profiles, as necessary, to reflect changes in facility programs, youth status, and/or services provided.
- Enters contract assignments and related data into the Juvenile Interstate Data System to record all youth movements, as mandated by Interstate Compacts.
- Serves as a facility liaison with the agency's Bureau of Behavioral Health Services.
- Provides resources and technical assistance in the form of coaching, training, acquisition of materials, and feedback to designated DJJOY sites regarding the implementation and maintenance of New York Model programming.
- Works collaboratively with facility administration to meet specific programmatic needs and supports the use of best practices regarding case management and residential programming for youth.

In addition, when assigned to the Division of Youth Development and Partnerships for Success:

- Supports the ongoing maintenance of the many data systems and systems of record concerning Runaway Homeless Youth (RHY) programs and population. Maintenance includes identifying and correcting errors, inputting new or revised information as applicable, and managing reports from data systems as needed.
- Issues final certificates to programs and maintains necessary records concerning RHY programs.
- Supports RHY Advisory Committee logistics including meeting notices, room reservations and set up, mailing list, and other relevant duties.
- Partners with OCFS' Public Information Office to participate in National Runaway Prevention Month and other agency awareness raising efforts.
- Maintains familiarity with Anti-Trafficking programs, Youth Bureau programs, and Youth and Young Adult Services to support program integration.
- Manages the programmatic development and implementation of policies related to cross system initiatives, including Persons in Need of Supervision (PINS) and crossover youth.
- Supports localities in the development of the Children and Family Service Plan and the Annual Plan Update (APU), regarding PINS Diversion Services, to ensure compliance with the County Plan guidelines and requirements and to

address the needs of youth in the County; and support in the area of juvenile justice and child welfare reform efforts at the local level.

*Children & Family Services Specialist 2*

Performs the following duties in addition to those described for Children & Family Services Specialist 1.

Oversees the design and implementation of the Consolidated Services Plan process for local social services districts.

- Leads the evaluation of the planning process and recommends changes to increase the responsiveness of local districts to agency policies.
- Participates in the drafting of the State plan which provides Statewide direction and policy.
- Designs and evaluates monitory capabilities for local social services districts.

Provides technical assistance to public and private authorized agencies and local social services districts for information relating to laws and regulations pertaining to agency programs, financial reimbursement, or specific legislated situations.

- Serves on task forces and work groups relating to individual service programs to develop policy statements on specific issues, legislative proposals, or problems.
- Supports and coordinates inter-agency program development, conversion, and service delivery.
- Plans, designs, and conducts training sessions for local social services districts and provider agencies relating to services.

Provides oversight for all service programs.

- Conducts and supervises investigations of child protective services within public foster care agencies.
- Supervises and monitors local district utilization review efforts.
- Directs the supervision and licensing of foster care, day care, and family day care programs; supervises field inspections of programs seeking licensure and of licensed childcare programs for compliance with State and federal guidelines and regulations.
- Assures that licensing and application procedures are properly implemented, processed, and tracked.

- Directs subordinate staff in the regional review of residential treatment facilities applicants.
- Supervises complaint investigations of regulated childcare programs.
- Provides ongoing technical support and training related to academic/vocational programming or services offered for Community Multi-Services Office (CMSO) youth within each responsible region.
- Conducts site visits to CMSOs, Schools, BOCES, County Offices, and Community Partners, as necessary, to monitor Community Credible Messenger Initiative (CCMI) programs, creates or further develops strategies; and submits site visit reports to supervisor.
- Conducts research and reports current trends in education and vocational programs to management staff.

Develops Requests for Proposals (RFPs) in response to legislative program initiatives for the implementation of demonstration projects in teenage pregnancy, domestic violence, child protective services, or preventive services.

- Reviews grant proposals for purchase of service contracts and recommends approval as appropriate.
- Monitors and evaluates provider performance for services purchased.
- Reviews, rates, and prepares substantive comments on proposals submitted to the agency for research and development projects or training projects.
- Designs formats for computer-generated reports.
- Develops management plans and coordinates implementation of funded projects through monitoring, technical assistance, review of monthly reports, on-site visits, and final review of project activities and evaluations.

Responsible for the management of grants, contracts and special projects related to the provision of childcare to low income families.

Provides technical assistance and quality assurance (through audits) to the Protective Services for Adults (PSA) units and Family Type Home for Adults (FTHA) program providers.

- Provides technical assistance in assigned counties including responding to questions, facilitating, and participating in periodic meetings with local Adult Services/PSA units and cross-systems agencies/providers.

- Conducts voluntary case reviews requested by local Adult Services/PSA units as a means of assisting the districts compliance with regulations.
- Encourages local units to promote awareness of PSA, conducts periodic formal PSA case reviews of local Adult Services/PSA units, facilitates regional PSA-related training, and assists the Office of Quality and Control staff with local audits.
- Responds to inquiries from local FTHA coordinators, assists in coordination of enforcement action for FTHAs, and participates in training of local FTHA coordinators.

Monitors the effectiveness of the childcare provider community training program, develops and reviews training curricula and materials, and assesses training needs.

May supervise subordinate staff such as time and attendance, performance evaluations, training and development, and setting priorities and deadlines.

### *Children & Family Services Specialist 3*

Performs the following duties in addition to those described for Children & Family Services Specialist 2.

Responsible for applying in-depth knowledge of laws and regulations governing agency programs to the oversight of the continuing development and monitoring of the local district and agency programs and ensuring that procedures, policies, and information sharing address State and federal requirements.

- Coordinates the development of requirements for the information technology systems supporting case management and other information technology applications that provide local districts and agency users with program specific information sharing and business tools.
- Develops schedules and program requirements for ongoing production and testing of program business systems.
- Schedules and assigns work to subordinate members of the development teams while developing performance evaluation assessments to provide evaluation and guidance.
- Develops training plans for individual and team skills development by providing oral presentations and technical assistance to the user community, team members, technical staff, and management.
- Performs ongoing quality assurance and auditing of the work of assigned units.

- Provides program and procedural knowledge in the negotiation of contractor requirements and the development of funding plans with State and federal officials.
- Oversees the review of significant incidents and corrective action plan activities under the purview of the Justice Center for voluntary agencies.
- Oversees the development of new regulations and various communications with local districts and domestic violence providers to ensure compliance.
- Leads the review of quarterly reports from counties who have received funding via the Comprehensive Addiction Recovery Act.

Overall supervision and guidance of unit activities and staff.

- Performs the full range of supervisory responsibilities.
- Conducts unit meetings to review caseloads, discuss work priorities and high-profile agencies, establish work plans, and discuss opportunities for professional development.
- Provides orientation of all new support staff, and ensures all staff have necessary tools to perform routine assignments.
- Assumes leadership responsibilities in the absence of higher-level management.
- Communicates feedback from various learning exchanges with Associate Commissioners to enhance licensing and oversight of domestic violence residential programs.

Provides administrative leadership for a unit or program by managing various fiscal, human resources, policy/procedure development, information and communication systems and other administrative functions.

- Oversees program-specific administrative tasks as necessary.
- Approves program budget request.
- Approves human resources/staffing materials and selection of staff.
- Sets priorities and negotiates for resources.
- Manages and directs program activities.

- Manages organizational development, change processes, or specific long-term projects.
- Responds to emergent issues and requests for information.

Develops standards for program evaluation and strategies for problem resolution.

- Coordinates or manages staff who oversee grants, contracts and the grant and contracting process for a program area.
- Works with contract management staff on developing Invitations for Bids
- May be assigned as a management level liaison with other local, State and federal governmental entities and with field units for program, project, or policy areas.
- Provides policy interpretation and ensures uniform application.

### Minimum Qualifications

#### *Children & Family Services Specialist 1*

Open Competitive: bachelors or higher degree AND satisfactory completion of a two-year traineeship; bachelors degree AND two years of professional qualifying experience\*; masters or higher degree AND one year of professional qualifying experience\*; or masters or higher degree in social work.

\*Qualifying experience is defined as:

Either 1: providing services to children and their families either in the inspection, management, or administration of: foster care programs; day care programs; adoption programs; domestic violence programs; youth detention facilities; or other providers of care, support, and assistance to children, assuring compliance for certification or licensing purposes;

OR 2: providing, supervising, monitoring, or administering services for children, adults, or their families, including but not limited to: providing social casework, case planning, case management, counseling, crisis intervention, advocacy on behalf of clients, or direct investigation of potential abuse and neglect in one or more of the following settings: human services; juvenile justice; criminal justice; local departments of social services; or local voluntary childcare service programs.

*Children & Family Services Specialist 2*

Promotion: one year of permanent competitive service as a Children & Family Services Specialist 1.

*Children & Family Services Specialist 3*

Promotion: one year of permanent competitive service as a Children & Family Services Specialist 2.

Attachment

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

## Parenthetical Attachment

Children & Family Services Specialists perform a wide variety of duties. Children & Family Services Specialist parentheticals are classified when the majority of a given position's duties and responsibilities emphasize a particular specialty or body of laws, rules and regulations.

*Children & Family Services Specialist 1 (Minority Group)*: participates in the development, implementation, and administration of New York State's services to children, adults, and families, both in centralized policy, planning, and program operations oversight settings, and in field-based structure, with particular focus on individuals in protected classes.

*Children & Family Services Specialist 2 (Permanency Services)*: provides oversight to all adoption programming while providing technical assistance and training to local social services districts and agencies on laws, regulations, and best practice standards for adoption; conducts adoption program assessments and develops corrective action strategies; and typically supervises Children & Family Services Specialist 1 staff. Incumbents work with a great deal of independence while providing regional support for statewide adoption and permanency initiatives, such as grant projects, and provide consultations regarding the development and implementation of effective recruitment plans and techniques.

## Minimum Qualifications

### *Children & Family Services Specialist 1 (Minority Group)*

Open Competitive: Either 1. bachelors degree including or supplemented by 24 semester credit hours in the study of people of diverse racial, ethnic, and cultural backgrounds AND two years of professional qualifying experience\*. A master's or higher degree including or supplemented by 24 semester credit hours in the study of people of diverse racial, ethnic, and cultural backgrounds substitutes for one year of professional qualifying experience\*.

2. bachelors degree AND one year of experience in a public, private, not-for-profit, or community organization, where the mission of which was the advocacy for public assistance recipients of diverse racial, ethnic, and cultural backgrounds; AND two years of professional qualifying experience\*. A master's or higher degree substitutes for one year of professional qualifying experience\*; masters or higher degree in social work substitutes for two years of professional qualifying experience\*.

3. masters degree in social work including or supplemented by 24 semester credit hours in the study of people of diverse racial, ethnic, and cultural backgrounds.

*Children & Family Services Specialist 2 (Permanency Services)*

Open Competitive: bachelors degree AND three years of experience in the management, supervision, or delivery of permanency or adoption services to children who have a handicapping condition and/or who are hard-to-place.

Date: 03/2021

PH