

New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 8141110

Child Protective Services Specialist 1, Grade 16	8141110
Child Protective Services Specialist 2, Grade 20	8141120
Child Protective Services Specialist 3, Grade 23	8141130

Brief Description of Class Series

Child Protective Services Specialists receive reports of suspected child abuse and maltreatment, via law enforcement referrals and the Statewide Central Register for Child Abuse and Maltreatment (SCR) at the Office of Children and Family Services (OCFS). Incumbents screen calls for appropriateness; evaluate information; determine if cases constitute suspected abuse and/or neglect; prepare and refer reported cases to local social services districts (LDDs); provide technical assistance to LDSS staff; provide information and referrals to concerned individuals and agencies; and screen applicants for child care, day care, and related positions in accordance with the requirements of the Child Protective Services Act, and Social Services Law.

Distinguishing Characteristics

Child Protective Services Specialist 1: full performance level; receives, reports, and records suspected cases of child abuse and maltreatment.

Child Protective Services Specialist 2: first supervisory level; supervises multiple Child Protective Services Specialists 1; responds to more difficult calls to the Child Abuse Hotline from child welfare professionals; and reviews, evaluates, and implements requirements, procedures, and policies within the SCR.

Child Protective Services Specialist 3: second supervisory level; directs and supervises Child Protective Services Specialists 2; manages daily operations of the SCR including hotline call volume and staffing resources.

Related Classes

Vulnerable Persons Protection Specialists receive, register, and report suspected cases of abuse, neglect, or significant incidents involving vulnerable persons in accordance with the requirements of the Protection of People with Special Needs Act.

Call Center Representatives work at the various call centers of New York State. Incumbents perform such tasks as providing information, over the telephone, to callers regarding state services and programs.

Illustrative Duties

Child Protective Services Specialist 1

Conducts an interview to determine if each caller has reasonable cause to suspect that a child is abused or maltreated.

Summarizes caller's concerns/information gathered to verify the accuracy of what is heard and invites the caller to express any further concerns.

Makes decisions regarding whether the information provided meets the definition of abuse or maltreatment by applying the elements of abuse and maltreatment as defined by the Family Court Act and Social Services Law, and the definitions of "Reasonable Cause to Suspect," "Impairment," "Imminent Danger" and "Persons Legally Responsible."

Documents the name and telephone number of the caller and offers supervisor consult when the caller wishes to register a report that does not contain allegations of abuse/maltreatment.

Collects demographic data for local Child Protective Services to begin an investigation.

Documents call and registers a report of child abuse/maltreatment using the SCR database.

- Constructs a narrative that reflects the caller's concerns and supports the local districts investigation.
- Conducts a person search to identify prior abuse/maltreatment history.
- Selects the appropriate allegations and determines that the allegations correspond with the report narrative.
- Classifies or assigns jurisdiction as Familial, Day Care/Foster Care, or institutional abuse; and identifies Intake Type as Initial, Duplicate, or Subsequent.
- Identifies and selects the "Safety Factors" associated with each report.

Understands and appropriately uses referral for action to the regional office.

Recognizes when a Law Enforcement Referral (LER) is applicable, and articulates to the caller the reasons and particulars of LER's.

Provides appropriate referrals to other service providers for callers with problems not related to child protective services.

Identifies and utilizes the appropriate mode of transmission; online, verbal, and fax. Tracks their report until transmission is complete. Works with local and other agencies to ensure the receipt of information.

Child Protective Services Specialist 2

Performs all of the duties and responsibilities of Child Protective Services Specialist 1.

Directly supervises a unit of Child Protective Services Specialists 1.

Communicates new procedures to staff and facilitates implementation via unit meetings and individual communication.

Assists in the development and implementation of policies and procedures affecting SCR workloads and submits logs and statistic sheets.

Completes required Intake Call and Service Center assessments, allowing time for review by employees and administrative staff.

Manages and prioritizes work assignments to ensure assessments are completed; uses resources and supervisory assistance to support timely completion.

Guides staff in the report-taking process including interviewing, decision-making, allegation definitions, narrative construction, jurisdictional assignment, and transmission.

Supervises the receipt, classification, and disposition of information received by Child Protective Services Specialists 1, and ensures timely acknowledgement of reports.

Addresses all reports that are rejected or not acknowledged.

Notifies SCR managers of acknowledgement and transmission issues.

Deploys staff to other functions as call volume allows.

Makes appropriate notifications and referrals to staff and managers as problems in the communication systems arise; informs staff of changes in the communication systems.

Participates in initiatives to train staff and develops staff skills to ensure continued learning of all SCR staff.

Participates in training sessions, unit meetings, and supervisor meetings.

Performs the full range of supervisory responsibilities.

Child Protective Services Specialist 3

Performs all of the duties and responsibilities of Child Protective Services Specialist 1 and 2.

Manages incoming call volume at the SCR and maintains adequate staffing to ensure that calls are answered within a minute.

Forecasts call volume using quantitative and judgmental forecasting, calculating staffing requirements and organizing schedules to move staff to the work, and deploys staff to other SCR functions as staffing allows.

Supervises the transmission of all reports and LERs in a timely fashion, identifies report and performance issues for resolution, and ensures that all reports and LERs are acknowledged by the appropriate district or agency.

Creates and employs quality control and assurance measures to address issues of staff development, training, and performance.

Maintains historical data on intake, and collects and interprets data to help identify individual performance, local district trends, and staff needs.

Participates in special projects, reports, and assignments; and prepares written materials and oral presentations.

Performs the full range of administrative supervisory responsibilities.

Minimum Qualifications

Child Protective Services Specialist 1

Open Competitive: Five years of experience* where your primary responsibility (at least 50% of your official duties) was in the direct provision of child protective services. This experience MUST include investigating reports of suspected child abuse and maltreatment or conducting a differential response (FAR-Family Assessment Response); conducting an assessment to determine that the children named in the report are safe; determining if there is credible evidence that the children have been abused or maltreated; and analyzing information to determine the case findings, if the family needs services, and if other actions are warranted, such as court intervention.

OR four years of the experience* described above and completion of a one-year traineeship.

*Substitution: Associate degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute for five years of specialized experience.

Child Protective Services Specialist 2

Promotion: one year of service as a Child Protective Services Specialist 1.

Child Protective Services Specialist 3

Promotion: one year of service as a Child Protective Services Specialist 2.

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 the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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