

Human Services Evaluator III

General Definition of Work:

Performs difficult professional and analytical work evaluating programs and providing staff development services, technical assistance, and policy consultation in all child welfare program areas to supervisors and staff. Work is performed under the regular supervision of a Human Services Director. May supervise other staff.

Essential Functions/Typical Tasks:

Evaluating and analyzing all child welfare service programs; compiling and documenting evaluation and client survey results and communicating to the Director and managers; providing technical assistance on casework/supervisory skill improvements/enhancements based upon the findings of case reviews/monitoring and field visits; assessing, designing, developing, delivering and or arranging training that is appropriate to the identified needs of staff in efforts of increasing accuracy; providing policy consultation, research, and development based upon trends identified in case reviews and management requests; preparing detailed and complex reports; maintaining records, files and confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Reviews case records in Child Protective Services (CPS) Investigative/Family Assessment, CPS Case Planning & Management, Foster Care, Foster Home Licensing, Interstate Compact, Home Studies, Adoption, Adoption Assistance, financial records related to foster care payments, and all Intake Screen Out cases.
- Evaluates the quality of work performed to include adherence to federal, state, county laws, policies and standards, complete assessments, and sound decision making judgment.
- Makes field visits with social work staff, as requested by management, to assess their field skills level and attend agency meetings where cases are staffed to determine the depth of social work provided.
- Assists managers in identifying needs, objectives, and strategies for programs, work performance and training through the result of case reviews, field observations and an annual training needs assessment.
- Conducts an annual training needs assessment of all child welfare staff.
- Develops, recommends, and assists in implementing standardized work methods/practices.
- Coordinates all federal, state and county audits related to child welfare practice, eligibility in the child welfare division.
- Monitors improvements of individual workers/supervisors compliance with laws, policies and standards based upon on-going monitoring of records.
- Develops broad training objectives for the Child Welfare Division based upon case reviews, results of the Training Needs Assessment and in discussion with the agency Director and Child Welfare management.
- Provides Child Welfare New Worker Orientation and new policy training.
- Works with management to develop and write consistent policies, practices and guidelines to enhance the delivery of social work practice among all staff.
- Responsible for supervising, training, and evaluating staff and has substantial influence in hiring and other employment decisions.
- Negotiates training contracts.
- Coordinates internships with accredited in-state social work programs, primarily with NC Educational Collaborative Students.
- May conduct client satisfaction surveys.
- May travel to homes, schools, health and mental health facilities, and other service agencies.
- May attend case conferences and staffing with legal, court personnel, and other Department of Social Services staff.
- Attends other agency and community meetings as required.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of social work principles, techniques and practices and their applications to complex casework, treatment, and investigation of abuse or neglect of children; of federal and state laws, policies and procedures, program rules, directives, professional ethics and quality assurance standards; and of individual and group behavior, family dynamics, and medical, behavioral and/or psychosocial problems and their treatment theory. Considerable knowledge of adult learning theory. Knowledge of program evaluation techniques and provision of services; personnel management and casework supervision; of principles and methods of curriculum design and training design; of human behavior and performance. Working knowledge of office equipment, audiovisual equipment, and computers and applicable software applications. Ability to write policies, practices and procedures; to work with multidisciplinary teams; to present and speak effectively to a wide range of groups using a variety of techniques or formats; to develop training materials; to facilitate group discussions; to analyze, compile, present, and interpret data in a meaningful method to others; to establish and maintain effective working relationships with clients and their families, a variety of medical and psychological professionals, law enforcement, court officials, attorneys, community agencies and the general public; and to attend work regularly.

Education and Experience:

Requires a master's degree in the field of psychology, sociology or social work and two years of experience in evaluation using statistical methodologies, planning, consultation, or instructing/training in human service programs; or a bachelor's degree field of psychology, sociology or social work and three years experience in evaluation using statistical methodologies, planning, consultation, or instructing/training in human service programs. Degree must be from an accredited college or university. An equivalent combination of education and experience may be accepted.

Physical Requirements:

This is normally light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; some work may require the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing stairs for home visits, kneeling, standing and/or walking while interviewing various parties, reaching and fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of office machines, determining accuracy, neatness, and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and/or family members who may be hostile, resistant or violent; homes that may be poorly maintained or unsafe living conditions; travel in unsafe areas where the threat of violence is real or insolated areas where access to emergency services may be difficult. The worker may be exposed to bloodborne pathogens and may be required to wear specialized personal protective equipment.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Position is a safety-sensitive position as defined by the Drug Free Workplace Policy.

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