

PROTECTION AGENT (ACS)

General Statement of Duties and Responsibilities

This class of positions involves participating in high profile, very complex and sensitive investigations related to allegations of child abuse and neglect and advising and training Child Protection Specialists (“CPS’s”), Child Protection Specialist Supervisors (“CPSS’s”) and other child protective staff in the techniques and approaches for handling such cases in the Administration for Children’s Services. May be assigned to work out of a child protective field office, Emergency Children’s Services (ECS), the Office of Special Investigation (OSI) or similar unit for special investigations. There are two Assignment Levels within this class of positions based upon the complexity of work and the level of responsibility required. All personnel utilize manual and automated office systems and perform related work.

Assignment Level I

Under supervision, with latitude for independent action and decision-making, is assigned to a child protective field office or special investigation unit, such as ECS, (OSI), or AWOL, to participate in complex and/or sensitive investigations into allegations of child abuse and neglect and to train staff.

Examples of Typical Tasks

Provides expert investigative assistance to child protective staff, including assistance in obtaining information and reports relating to child abuse and neglect cases from: other city agencies, including the NYPD; the Offices of the District Attorneys; non-city law enforcement agencies, including federal, state and other municipalities; private victims’ service agencies; hospitals; and other sources, including witnesses.

In conjunction with CPS’s and in consultation with unit managers, assists in field investigations and interventions and advises staff handling home removals during emergency cases and more serious or complicated cases.

PROTECTION AGENT (ACS) (continued)

Assignment Level I (continued)

Examples of Typical Tasks (continued)

Provides expert assistance on cases which involve allegations of child abuse or neglect by ACS or other City staff and on cases which have resulted in serious injury or death of a child.

Accompany CPS's and CPSS's on home visits which are anticipated to be unusually difficult and highly confrontational.

Conducts and documents interviews with children, family members, neighbors, school officials and other community members, when necessary.

May be required to testify in court regarding investigations.

Conducts training for child protective services staff related to the techniques and strategies necessary for performance of sensitive investigations into allegations of child abuse and neglect, including techniques and strategies for: observation; conducting interviews; detecting signs of child abuse and neglect; interrogations; forensics; and collecting evidence and other documentation.

Trains and prepares child protective services staff in dealing with difficult and recalcitrant parental figures during home visits or child removal.

Assists and trains child protective services staff in the navigation of interagency databases, such as the Domestic Violence Registry and the New York State Order of Protection database.

May be required to operate a motor vehicle in the performance of assigned duties.

PROTECTION AGENT (ACS) (continued)

Assignment Level I (continued)

Examples of Typical Tasks (continued)

Make field visits to assist in locating youth who are AWOL from foster care, placement ,detention or closely related setting .

Provide training and assistance to Provider Agencies and ACS staff to assist in gathering information to locate AWOL Youth.

Utilizes investigation databases and reviews records to assist in developing leads to locate AWOL Youth.

Interview parents, neighbors and relatives when provider agencies have not successfully located AWOL Youth.

Assignment Level II

Under managerial direction, with wide latitude for independent action and decision-making, supervises the work of Protection Agents conducting investigations and training for an assigned area. In addition to performing the duties of lower level protection_agents, performs tasks such as the following:

Examples of Typical Tasks

Assigns and supervises Protection Agents to assist child protective staff conducting investigations into allegations of child abuse and neglect, conduct interviews and interrogations and collect evidence and other documentation for complex and sensitive child abuse and neglect cases.

PROTECTION AGENT (ACS) (continued)

Assignment Level II (continued)

Examples of Typical Tasks (continued)

Acts as a liaison between executive staff, managers and frontline protection agent staff.

Participates in the evaluation of subordinates.

Prepares written reports to the direct supervisor on the status of investigatory cases, trainings conducted, and other work performed.

Assigns and supervises Protection Agents to make field visits to assist in locating youth who are AWOL from a foster care detention or placement setting.

Reviews, approves and oversees consultations conducted by Protection Agents and ensures all necessary assistance to Child Protection Specialists is provided.

In the temporary absence of the agent's supervisor, may be assigned to perform the duties of that position.

Qualification Requirements

1. A four-year high school diploma or its educational equivalent and five (5) years of satisfactory full-time experience in the field of law enforcement. At least three years of this experience must have been obtained while working in Special Victim's, Forensics, Homicide, Domestic Violence, Missing Persons, Precinct Detective; or a closely related law enforcement work unit or task force; or
2. An Associate degree or 60 semester credits from an accredited college or university and at least three (3) years of satisfactory experience in the field of law enforcement, including at least two (2) years obtained while working in a specialized law enforcement unit or task force as described in "1" above.

PROTECTION AGENT (ACS) (continued)

License Requirement

At the time of appointment, candidates must possess a motor vehicle driver license valid in the State of New York. This license must be maintained for the duration of employment.

Note:

Section 424-a of the New York State Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-care responsibilities is or has been the subject of an indicated child abuse and maltreatment report.

Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.