

INTERNAL MONITOR (ACS)

Duties and Responsibilities

This is a management class of positions. Under executive direction, with the widest latitude for the exercise of independent initiative and judgment, reporting to executive leadership, will oversee the Administration' for Children's Services' (ACS) Critical Incident Response and Risk Management Team. Performs related work.

Examples of Typical Tasks

Provide oversight to the Critical Incident Response and Risk Management Team that is responsible for coordinating the centralized functions of critical incident response in child welfare, and for organizing and tracking timely and rigorous follow-up.

Collaborate with executive agency leadership to ensure adherence to clear protocols on critical incident response, interventions, monitoring and follow-up.

Manage a continuous quality improvement process to ensure that ACS programs and provider agencies correctly assess risk and safety factors in child welfare cases.

Manage process for the development and immediate case reviews for the Commissioner on critical incidents and develop in-depth case reviews and monitoring when necessary.

Develop actionable lessons and recommendations from critical cases, overall case practice and data trends.

Act as a close and confidential advisor to the Commissioner and executive leadership, on matters related to critical incident response, interventions, risk management, case review, monitoring and follow-up; etc.

Participate in the Accountability Review Panel and ChildStat, to support the learning process and implement lessons developed from these and other quality improvement programs.

INTERNAL MONITOR (ACS) (continued)

Examples of Typical Tasks (continued)

Coordinate implementation, follow-up and quality assurance on case review recommendations.

Collaborate in the implementation and evaluation of new risk assessment tools and training models for ACS provider agency frontline staff.

Create and implement a risk management strategy that incorporates lessons learned with analysis of administrative data to identify high-risk trends and areas of concern in the work of ACS and its provider agencies.

Act as a close and confidential advisor to the Commissioner and executive leadership, on matters related to critical incident response, interventions, risk management, case review, monitoring and follow-up; etc.

Guide the development and implementation of technology to document information and produce management reports.

Qualification Requirements

1. Bachelor's degree from an accredited college and 4 years of satisfactory experience of a nature to qualify for the duties and responsibilities of the position, at least 18 months of which must have been in an administrative, managerial, consultative or executive capacity or supervising personnel performing activities related to the duties of the position; or
2. A combination of education and/or experience equivalent to "1" above. However, all candidates must have the 18 months of administrative, managerial, executive, consultative or supervisory experience described in "1" above.

Direct Lines of Promotion

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