

# Primary Expectations of DFS Supervisors

## General Expectations

- Document conferences/observations with staff
- Identify a developmental plan and professional goal with each staff person
- Provide coaching and support to improve individual worker performance
- Identify professional strengths for each staff person
- Provide a method for regular unit communication
- Identify trends in the children and families, work process, systemic needs, areas needing attention
- Make recommendations and initiate systemic improvements that result in minimizing delays and duplication
- Conduct administrative functions to support agency business
- Provide communication with clients and staff that model the type and quality of communication desired of staff with children and families:
  - Build trust and hope
  - Be inclusive and engage all
  - Build on strengths
  - Identify what is working well
  - Encourage voicing of diverse points of view
  - Ask questions that allow employees to identify/develop solutions
  - In most cases, be partners. Jointly set goals and assess progress; employee-driven developmental plans
  - Identify the behavior/actions want to see/encourage (not what don't want)
  - Save the directive/"enforcement" roles for very limited, targeted circumstances
- Develop a process for the supervisor to obtain feedback from staff regarding performance

## Primary Expectations of CPS Supervisors

- Observe staff with children and families a minimum of once every six months
- Review cases during one to one conferences focusing on:
  - The immediate safety of the child
  - The future risk of harm
  - Actions being taken to minimize risk and meet case plan goals
  - The health and well-being status of the child and family
  - Progress toward case/permanency goal for the child and family
- Conduct individual conferences with staff a minimum of once every two weeks (group conferences involving case consultation may reduce the individual conferences to one per month minimum). The frequency of individual conferences with investigators and in-home workers should be guided by the following:
  1. Supervisors will meet with staff who are on the job three months or less on a weekly basis.
  2. Supervisors will meet with staff who are on the job between three and six months at least once every two weeks.

3. Supervisors will meet with staff who have been on the job between six months and a year at least once every three weeks.
  4. Supervisors will meet with staff who have been on the job over a year at least once a month.
- Take notes during the one to one, and provide staff with a copy of these notes after the meeting. Staff are required to participate in one to ones at the supervisor's request. Supervisors may schedule one to ones as often as needed, as problems or concerns arise.
  - Review of each case 30 days before the each scheduled Court hearing (after the Report and Disposition phase), with an emphasis on achieving safety and permanency for the child
  - Provide oversight and monitoring through key actions including the assignment of cases, the review of safety assessments, and the closure of cases

### **Primary Expectations of Foster Care and Interstate Compact Supervisors**

- Observe staff with children and families a minimum of once every six months
- Review cases during one to one conferences focusing on:
  - The immediate safety of the child
  - The future risk of harm
  - Actions being taken to minimize risk and meet case plan goals
  - The health and well-being status of the child and family
  - Progress toward case/permanency goal for the child and family
  - The timetable to achieve permanency and a concurrent permanent plan
- Conduct individual conferences with staff a minimum of once every two weeks (group conferences involving case consultation may reduce the individual conferences to one per month minimum).
- Take notes during the one to one, and provide staff with a copy of these notes after the meeting. Staff are required to participate in one to ones at the supervisor's request. Supervisors may schedule one to ones as often as needed, as problems or concerns arise.
- Review of each case 30 days before the each scheduled Court hearing, with an emphasis on achieving safety and permanency for the child
- Attend Court with staff
- Provide oversight and monitoring through key actions including the assignment of cases, the review of safety assessments, the review of ICPC quarterly reports, and the closure of cases

### **Primary Expectations of Child Haven Supervisors**

- Individual conferences with staff a minimum of once a month
  1. Supervision will be based on the classification and longevity on the job (e.g., new employees to be observed twice a month rather than once).
  2. For Supervisors with more than one cottage, the minimum is every other month.
- Formal observations of staff teaching to children a minimum of once a month.
- Documentation of conferences/observations with staff monthly (or bi-monthly).
- Review of staff progress during conferences focus on:
  - CHATTA Skills/Feedback on Boy's Town Observations
  - Documentation skills, i.e., the number of observations entered

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- Assigned children/treatment planning
- Customer services issues
- Training/staff development including yearly goal
- PTH use or problems
- Cottage issues maintenance, work orders, etc.
- Provide oversight and monitoring through key actions including the \_\_\_\_\_

**Primary Expectations of Foster Care Licensing, Shelter Care, and Adoptions Supervisors**

- Observe staff with families a minimum of once every six months
- Review cases during case conferences focusing on:
  - The assessment of the family including the strengths and challenges in the family
  - The application of regulations to the prospective foster / adoptive family and their home
  - The type of child that would be a best match for this home and children who would be most challenging in this home
- Conduct individual conferences with staff a minimum of once a month
- Take notes during the one to one, and provide staff with a copy of these notes after the meeting. Staff are required to participate in one to ones at the supervisor's request. Supervisors may schedule one to ones as often as needed, as problems or concerns arise.
- Provide oversight and monitoring through key actions including the assignment of cases, the review of SAFE home assessments, and the closure of cases