

**EMPLOYEE WORK PROFILE**  
**WORK DESCRIPTION/PERFORMANCE PLAN**

<b>PART I – Position Identification Information</b>	
1. Position Number	2. Agency Name & Code; Division/Department:
3. Location Code and Work Location Code:	4. Occupational Family & Career Group:
5. Role Title & Code:	6. Pay Band:
7. Work Title: <b>Children’s Services Act Coordinator</b>	8. SOC Title & Code:
9. EEO Code:	10. Level Indicator: <input type="checkbox"/> Employee <input type="checkbox"/> Supervisor <input type="checkbox"/> Manager
11. Supervisor’s Position Number:	12. Supervisor’s Role Title & Code:
13. FLSA Status: Exempt Non-Exempt	14. Date:

<b>PART II – Work Description &amp; Performance Plan</b>
<b>15. Organizational Objective:</b>
<b>16. Purpose of Position:</b>  This position aims to facilitate high-quality, child-centered, family-focused, and cost-effective services to youth and their families within a local government structure organized under the Virginia Children’s Services Act (CSA). This individual facilitates and manages the local CSA process to support improved outcomes for children and families.
<b>17. Knowledge, Skills, Abilities (KSAs), and Competencies required to perform the work successfully:</b> <ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, with the ability to reach a variety of audiences</li> <li>• Ability to achieve common goals and build consensus with individuals in a diversity of roles, such as families, colleagues, partner agencies, service providers, consultants, and state and local government officials</li> <li>• Demonstrated skills and ability to provide leadership in a team environment</li> <li>• Capacity to recognize problems and think critically and creatively to identify solutions</li> <li>• Organizational and time management skills, including the ability to prioritize tasks and manage multiple concurrent projects and responsibilities</li> <li>• Knowledge of Virginia’s child-serving systems and the System of Care philosophy and values</li> <li>• Knowledge of local community resources and services available to assist youth and families</li> <li>• Knowledge of government structure, operation, and regulatory functions</li> <li>• Knowledge of fiscal processes, such as accounting, procurement of services, budget development and management</li> <li>• Ability to securely maintain detailed confidential and fiscal information</li> <li>• Ability to collect, organize, report, and analyze programmatic and fiscal data and provide/present meaningful measurable outcomes</li> <li>• Ability to plan, organize, facilitate, and deliver training</li> </ul>

**18. Education, Experience, Licensure, and Certification required for entry into the position:**

- Relevant, direct experience in a human services agency
- Experience working in a collaborative environment and with diverse groups
- If relevant, experience in supervising subordinate staff
- Experience with the Children’s Services Act (CSA) preferred

<b>19. Core Responsibilities</b>	<b>20. Measures for Core Responsibilities</b>
A. Policy Development and Coordination - Programs	<ul style="list-style-type: none"><li>• Assist the CPMT with the development, implementation, and revision of local policies and procedures regarding the operation of the CSA program. Such policies include those governing referral processes, provision and review of services, quality assurance and accountability, and appeals procedures.</li><li>• Implement, in collaboration with local partner agencies (Department for Social Services, Court Services Unit, Community Services Board, school district), the policies, procedures, and guidelines adopted by the State Executive Council for Children’s Services.</li><li>• Monitor and provide information to the CPMT on all partner agency policy changes, legislative changes, or any local, state, or federal policy, guidelines, or legal changes that affect the operation of the CSA program.</li></ul>
B. Policy Development and Coordination - Fiscal	<ul style="list-style-type: none"><li>• Assist the CPMT with developing, implementing, and revising policies and procedures regarding the fiscal operation of the local CSA program.</li><li>• Plan, monitor, and project the needs of the CSA budget.</li><li>• Create business relationships and establish contracts with private service providers that maximize service quality and effectiveness while minimizing cost.</li><li>• Responsible for meeting all state CSA fiscal requirements, including, but not limited to, submitting monthly reimbursement requests, supplemental funding requests, and accurate accounting of funds.</li><li>• Report to the CPMT on the types of services provided to families and the expenditures associated with those services.</li><li>• Ensure all CSA requirements are met so the locality receives state reimbursement for funded services. Such requirements include, but are not limited to, timely submission of the CSA data and monitoring the use of the mandatory uniform assessment instrument.</li></ul>

C. Program Administration and Oversight	<ul style="list-style-type: none"> <li>• Develop and monitor a utilization management plan and a utilization review process that includes evaluating service quality and effectiveness and facilitating public/private coordination of service delivery.</li> <li>• Report results of utilization management and review to the CPMT.</li> <li>• Assist the CPMT in the development of measurable outcomes and a means of making data-driven decisions.</li> </ul>
D. Training and Technical Assistance	<ul style="list-style-type: none"> <li>• Provide training and technical assistance to various stakeholders in local CSA program requirements and practices and the provision of efficient and effective services that are responsive to the needs and strengths of youth and families.</li> <li>• Identify existing gaps in the service delivery system.</li> <li>• Provide leadership to the FAPT and CPMT in identifying and developing strategies and options for increasing local service and treatment options to address service gaps and better meet the needs of children and families.</li> </ul>
E. Liaison with Family Assessment and Planning Team (FAPT)	<ul style="list-style-type: none"> <li>• Support the CPMT and FAPT in developing, implementing, and revising policies and procedures regarding referral review, family engagement, service planning, Individual and Family Service Plan development, and case manager designation.</li> <li>• Champion family involvement and engagement in the CSA process and ensure that parents and caregivers are included in all service planning and provision aspects.</li> <li>• Provide information on vendors, services, treatment options, and modalities to agency case managers and FAPT members.</li> <li>• Identify the most appropriate funding sources for services and ensure all resources have been explored before using CSA funds.</li> </ul>
F. Provide Administrative and Logistical Support for the CPMT and FAPT	<ul style="list-style-type: none"> <li>• Ensure that all logistical arrangements are made for meetings of the CPMT and FAPT, including, but not limited to, providing the agenda, notifying participants (including parents), providing a confidentiality agreement, taking minutes, and ensuring the proper representation of members on CPMT and FAPT as required by the Code of Virginia.</li> </ul>
G. Employ and Supervise Staff	<ul style="list-style-type: none"> <li>• May be required to employ and supervise support staff to fulfill CSA administrative requirements.</li> </ul>