



NEW JERSEY DEPARTMENT OF  
CHILDREN AND FAMILIES

Philip Murphy  
Governor

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Commissioner

### JOB VACANCY POSTING

<b>POSTING #:</b>	325-24	<b>ISSUE DATE:</b>	July 30, 2024
<b>TITLE:</b>	<b>SENIOR EXECUTIVE SERVICE (SES)</b>	<b>CLOSING DATE:</b>	August 13, 2024
<b>FUNCTIONAL TITLE:</b>	<b>SCR ADMINISTRATOR</b>		
<b>LOCATION:</b>	Department of Children and Families (DCF) Division of Child Protection and Permanency Hamilton Township, NJ 08619		
<b>POSITIONS:</b>	1		
<b>DISTRIBUTION:</b>	STATE-WIDE	<b>SALARY:</b>	Commensurate with education and experience

**SCOPE OF ELIGIBILITY:** Opportunities are subject to current promotional and hiring restrictions.

The Department of Children and Families is seeking a dynamic leader for New Jersey's State Central Registry (SCR), the hotline for reporting suspected child abuse and maltreatment. The SCR is the gateway to the child protection system and plays a critical role in the lives of children and families who are reported to the hotline. The SCR Administrator will be responsible for ensuring strong operational performance, developing and managing relationships with the community and with colleagues across child and family serving systems, and leading practice change within the SCR operation, when needed.

The ideal candidate is passionate about providing high quality customer service, has a strong track record of growing and developing staff, and has significant leadership experience and facility with administrative processes. This candidate demonstrates a clear recognition of the impact of SCR decisions not only on child safety but on racial and other structural inequities. The candidate articulates a strong vision for the child abuse hotline, and possesses the experience and skills needed to actualize this vision. The ideal candidate will demonstrate great communication skills.

The hotline handles on average of 14,000 calls per month and has 147 screeners operating 24 hours per day, 7 days per week, and 365 days per year, including weekends and holidays. The State Central Registry is positioned within the Division of Child Protection and Permanency at DCF.

NJ DCF is nationally recognized for its advancements in child welfare. Our leadership team knows that the work we do is pivotal, and we take bold and strategic steps to produce needed change. Recent examples of New Jersey's efforts include:

- Investing in staff training, partnerships and prevention services to dramatically reduce the use of foster care in a safe and protective manner.
- Establishing the nation's largest supportive housing program for child welfare-involved families.
- Creating statewide programs & services to keep families together such as family preservation services; a statewide, universal children's behavioral health system; and four statewide evidence-based home visiting models.
- Through policy, practice and regulatory changes, kinship care is now the most common placement type for children in out of home placement.
- NJ is a self-correcting agency that has a robust CQI process in place which ensures continued efforts to improve and sustain gold standard performance and best practice.

**RESPONSIBILITIES:** The SCR Administrator has overall responsibility and accountability for the equitable and effective operation of SCR, and engagement with reporting sources and community stakeholders across New Jersey; including in the fields of medicine, education, and law enforcement. The Administrator will be the leader responsible for driving and sustaining high quality call screening practices by:

- Providing leadership to over 140 professional and support staff assigned to a variety of work shifts 24-hours a day, seven days per week, 365 days a year; including weekends and holidays.
- Ensuring strong performance in call response time, decision making, documentation, and timely referrals to the local offices or community providers.
- Fostering and maintaining good customer service and engagement.
- Developing and managing relationships with community stakeholders who report suspected abuse and maltreatment.
- Successfully implementing policy, practice, and other change efforts, across all shifts, when required.

- Engaging in tracking of key process milestones and service outcomes by using data to develop, implement, & Sustain CQI practices.
- Ensuring SCR's compliance with Federal and State laws, regulations, and policies.
- Developing staff as necessary.
- Representing DCF in statewide task forces, work groups, etc. that relate to reporting of child abuse & maltreatment.

## REQUIREMENTS

**EDUCATION:** A Bachelor's degree from an accredited college or university. **A Master's degree in social work or a related field is beneficial.**

### EXPERIENCE:

Seven (7) years of experience in a public or private organization involved in programs focusing on child welfare and child protective services or in a customer service/call center– at least five (5) years of which shall have involved training, coaching, or mentoring focused specifically on improving child welfare case practice or customer service/call center functioning, and at least four (4) years of which must have involved management of at least 15 or more staff.

### SKILLS:

- Leadership experience and aptitude, with strong knowledge of child welfare, screening and/or customer service.
- Ability to understand and synthesize information.
- Experience in professionally operating a program or a Call Center/ Customer Service Site (operations/management expertise), including demonstrated experience in designing and implementing a significant change effort.
- Experience in creating and delivering presentations to various types of audiences.
- Demonstrated ability to develop staff.
- Exceptional communication skills – inclusive of listening, speaking, and writing.

**RESUME NOTE: Eligibility determinations will be based upon information presented on the resume only. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of one's transcripts from a recognized evaluation service at the time of submission by the above closing date. Failure to do so may result in your ineligibility.**

**PUBLIC SERVICE LOAN FORGIVENESS:** As a prospective employee of the State of New Jersey, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. For more information, please visit the U.S. Department of Education's website at [StudentAid.gov/PSLF](http://StudentAid.gov/PSLF).

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

## IMPORTANT NOTICE

**RESIDENCY** - Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

### Electronic Filing:

Forward a cover letter and resume in **PDF format**, saving all PDFs by your **Last Name, First Name** to:

[Job.Posting@dcf.nj.gov](mailto:Job.Posting@dcf.nj.gov)

Include the **Job Posting #** in the subject line of your email.

The Department of Children and Families is an Equal Employment Opportunity Employer and is committed to fostering a respectful and inclusive work environment which reflects the diversity of the state we serve.