



## MISSION STATEMENT:

The Ohio Department of Job and Family Services (ODJFS) is a \$3.5 billion agency with approximately 2,500 employees. It provides workforce development, unemployment insurance, child and adult protective services, adoption, child care, and child support services to Ohio's workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio's most vulnerable children.

This position is held within the Office of Families and Children. Learn more about the office by visiting [Jobs and Family Services](#).

## Office of Families and Children

Vision: Ohio's children, youth and vulnerable adults have a safe and permanent family that nurtures and promotes their well-being.

Mission: Through partnership with public and private agencies, we support the delivery of services to improve outcomes for Ohio's children, youth and vulnerable adults.

**NOTICE:** Current employees of ODJFS in the SEIU 1199 union have selection rights before all other applicants. An applicant who is not a SEIU 1199 applicant is not selected for the position.

## Major Duties and Responsibilities:

Under general direction, as part of a team, provides program technical assistance to data systems professionals and business intelligence systems (i.e., Statewide Automated Child Welfare Information System [SACWIS]; Business Intelligence Channel [BIC]). Performs tasks such as: storing, processing and retrieving child welfare information (e.g., adoption and placement data; child abuse and neglect information; eligibility and financial tracking); remains current in program policy changes; provides program technical assistance to determine determining scope and requirements derived from federal system requirements document (e.g., interprets federal and state requirements; design); reviews design documents; plans, develops and recommends performance criteria and test case scenarios (e.g., expected outcomes and to test user scenarios; assists with data conversion from current child welfare automated systems to new systems); develops material for partner agencies; develops webinars, procedure manuals and user support documentation; monitors adherence to help desk customer service to county Public Children Service Agencies (PCSAs), Title IV-E Juvenile Courts, private child welfare agencies (PCPAs); trains PCSAs, PNAs and PCPAs to ensure program compliance through use of state's child welfare automation systems by identifying user and/or software problems through help desk activities with PCSAs, PNAs and PCPAs regarding child welfare automated systems user-related issues; provides technical assistance; determines security protocol requirements; Federal Reporting requirements; identifies source of problems and prepares corrective action steps.

Participates in and/or supplies technical solutions to meet federal requirements (e.g., establishes schedule of activities and reports; prepares corrective action steps; monitors PCSAs, PNAs and PCPAs to ensure readiness and compliance; develops and updates procedures; prepares responses to inquiries from government officials, constituent groups and general public; represents the agency at meetings and presentations at meetings/conferences; participates in development/revision of program policies and procedures.

Performs related duties as assigned (e.g., compiles periodic activity and project status reports or ad hoc narrative and reports; attends conferences and training; maintains logs and files; participates on special assignments).

## Qualifications

*The following are the minimum qualifications for this position. For further consideration, applicants must clearly demonstrate relevant experience sections of the application.*

***The ideal candidate must have:***

Completion of undergraduate core coursework in social or behavioral science, pre-medicine, business administration, comparable field.

**AND**

24 months experience in social or behavioral science, pre-medicine, business administration, public administration, h

**AND**

24 months recent experience (i.e., within past 5 years) in delivery of human services that include explaining and appl Ohio Department of Job & Family Services and using State Automated Child Welfare System (SACWIS).

**AND**

6 months training and/or experience in operating personal computer & using Microsoft Office system software, such

**Major Worker Characteristics**

Knowledge of

- human services program delivery pertinent to assigned process automation project
- federal and/or state laws, rules, regulations and best practice scenarios for human services program delivery p
- public speaking
- technical writing
- interviewing/facilitation
- automated business rules & rules engines\*

Skill in

- operation of personal computer and software programs (e.g., Microsoft Word, Excel, Access)

Ability to

- define unusual problems, collect data, establish facts and draw complex/technical conclusions
- read and comprehend legislative or policy-related materials
- create and/or edit technical/instructional materials to be presented in print or oral form to variety of human ser
- handle routine and sensitive contacts with governmental and/or business officials, and/or general public

- work independently or as part of team

### **Supplemental Information**

Unless required by legislation or union contract, starting salary will be set at step 1 of the pay range (currently \$27.55 determined in accordance with such.

All answers to supplemental questions **must** be supported by education, work experience, and detailed job duties provided.

Unless the posting requires, please do not include attachments, as attachments will not be considered as part of your application.

TRAVEL REQUIRED, AS NEEDED. MUST PROVIDE OWN TRANSPORTATION OR, IN ORDER TO OPERATE, A VALID DRIVER'S LICENSE.

Status of posted positions: You can check the status of your application online by signing into your profile and clicking on the "My Applications" link. If you have questions/inquiries, other than your application status, please direct them to the [HR Support Center](#).

#### **Background Check Information**

The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions may result in disqualification from the position. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant.

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain private, confidential, and/or privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, employee, or agent responsible for delivering this message, please contact the sender by reply e-mail and destroy all copies of the original e-mail message.