



# State of Oregon Position Description

**Company:** Department of Early Learning and Care  
**Organization:** Investigations - DELC  
**Service Type:**

## SECTION 1. POSITION INFORMATION

<b>Job Profile Title:</b>	Compliance Specialist 2	<b>Job Profile ID:</b>	5247
<b>Business Title:</b>	Investigations Specialist (Unfilled)	<b>Position ID:</b>	000000157770
<b>Employee Name:</b>		<b>Company ID:</b>	58800
<b>Representation:</b>	OAS	<b>Budget Auth No:</b>	1413298
<b>Location:</b>	Portland   DELC		
<b>Supervisor:</b>	Austin Solterbeck (Compliance and Regulatory Manager 1)		
<b>Position:</b>			
<b>Time Type:</b>	Full Time		
<b>FLSA:</b>	Non Exempt		
<b>Exempt Reason:</b>			
<b>Overtime Eligible:</b>			
<b>Employee Type:</b>	Permanent		

## SECTION 2. JOB DESCRIPTION SUMMARY

**Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

The Department of Early Learning and Care (DELC) is a new Oregon state agency that supports the development and well-being of all Oregon children and ensures families in every corner of the state have access to high-quality early learning and care. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELC was established, bringing together the Oregon Early Learning Division (from the Department of Education) and the Employment Related Day Care (ERDC) program (from the Department of Human Services).

The mission of the Oregon Department of Early Learning and Care (DELC) is to foster coordinated, culturally appropriate and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive.

The primary purpose of the position is to promote the health, safety, and well-being of children in child care facilities. Staff conduct unannounced and announced visits, assess regulatory complaint allegations against licensed facilities, allegations of possible illegal

care against unlicensed facilities, conduct tandem investigations with the Oregon Department of Human Services (ODHS) on assessments having to do with abuse occurring in child cares, and in conjunction with the legal and compliance unit, take legal action against facilities. Staff apply complex federal, state, and local statutes, codes, rules, and policies related to child care licensing. In addition to investigating regulatory compliance, the Investigations Specialists provide technical assistance to providers and facility staff, to aid in compliance with regulations and provide consultation and resource information on state quality initiatives intended to improve child outcomes. There is considerable contact with collateral agencies such as the ODHS (Child Welfare and Office of Training, Investigations, and Safety), law enforcement, and the public. The position serves one or more counties. This position ensures that child care licensing functions are carried out in conjunction with agency equity policies and practices.

## **SECTION 3. JOB DESCRIPTION**

**List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.**

### **80% NC/E Licensing: Enforcement Actions**

**Child Abuse investigations:** In conjunction with DHS, conduct tandem investigations on child care facilities when there are allegations of child abuse or neglect. Communicate and partner with law enforcement agencies as needed.

**Sanctions:** Consult with the Investigations Manager and the Legal and Enforcement Director regarding potential legal actions such as civil penalties, suspensions, revocations, and denials. Prepare legally sufficient cases with accurate documentation both in writing and in the database to support legal action when needed. Testify at contested case hearing regarding investigations and findings.

**Illegal Operations:** Investigate illegal, unlicensed child care operations and take required action under statute, rule, and policy. Provide technical assistance as needed. These investigations may require working with other regulatory agencies that have jurisdiction over the facility in order to bring the facility into compliance with laws, codes, and rules. It may involve working with the Legal and Enforcement Director, law enforcement, ODHS, and/or the Department of Justice attorneys, if further legal action is necessary.

**Licensed Operations:** Assess complaints on certified and registered child care businesses. Take timely and appropriate regulatory action when the facility is not in compliance. Develop corrective action plans with facility operators as needed to reduce risk to the health, safety and well-being of children. Recommend escalating regulatory actions where hazardous conditions are found that may constitute a threat to health and safety of children. Verify compliance for licensed facilities for compliance with rules and/or conditions of operation. Conduct follow-up visits as required.

Review facility documentation to determine compliance with statute and rule. Critically analyze information obtained through interviews, observations, investigation, and monitoring visits and complaint visits to determine compliance with regulations and need for corrective action. When standards are not met, determine the degree of risk to the health, safety, and well-being of children. Develop and verify implementation of appropriate corrective action steps. Respond to urgent and emergency situations on-site at child care businesses, and make decisions which may immediately impact children, families and business operators. Make in the moment child safety decisions in consultation with the Investigations Manager.

Write according to professional standards. Have an understanding of public records law and maintain all public records as required by law. Maintain a thorough historical record in CCLD's data system by documenting a variety of contact types including, but not limited to, complaints, interviews, compliance verification visits, phone contacts, emails, photos and texts. Capture, retrieve, and maintain accurate data. Maintain desk files and archiving.

### **10% NC/E Technology and Computer Use:**

Maintain e-mail communication and current calendar system using agency's system. Research work related topics to maintain current knowledge of child care and investigations trends.

### **10% NC/NE Other Duties as assigned or requested.**

Other duties may include but not limited to:

Attend unit, CCLD, and department meetings and trainings. Manage and/or work on special projects or committees and participate in licensing policy development. Manage short, medium, and long term projects including participation on various local and state work

groups focusing on child care and licensing. Assist in on boarding new staff. Attend conferences and workshops to enhance skills. Participate in child care regulatory trainings. Office management duties e.g. incoming and outgoing mail, car maintenance logs/ mileage reporting, use of copy and fax machines, and phone system.

**AT ALL TIMES - Commitment to Equity**

Equity Lens: Designs and/or asks sets of questions to identify and eliminate disparate results-outputs, outcomes, impacts- of policies, programs, and practices for underserved/under-represented community members\*

Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.

Equitable Results: Produces results, i.e., outputs, outcomes, or impacts from programs and decisions toward closing disparities for under-represented community members\* and improving results for everyone.

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\* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.

**SECTION 4. WORKING CONDITIONS**

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

In addition to CCLD field office and other community business offices, the person in this position must travel to child care facilities in rural and urban settings. This position may also require statewide travel on very short notice. The position requires extensive work outside the field office, traveling to child care sites.

This position may come into contact with individuals who may be angry or frustrated. Depending on geographic location, occasional overnight travel is required. The work is both indoors and outdoors when evaluating the premises of a facility. Field work presents potential hazards such as inclement weather and hostile animals. In addition, there may be unknown danger such as drugs, firearms, and confrontational individuals.

This position is a Monday-Friday, 8-5 (or a regular Monday-Friday 8 hour equivalent.) This position requires flexibility to the stated schedule when work demands occur at odd hours and must be available to respond to emergencies when necessary.

This position may require an individual to work outside a regular work schedule and frequently requires adjustments to break times. Office environment requires daily use of computer or data systems and web based applications to perform daily functions and services including the time system, car reservations, and the CCLD intranet site.

**SECTION 5. GUIDELINES**

**List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

ORS 329A.250-460 and 329A.990 - 992; Administrative Rules governing standards for child care centers, certified and registered family child care homes, and regulated subsidy homes.

Department of Early Learning & Care and CCLD policies and procedures regarding regulatory responsibilities; protective service reporting law; knowledge of the USDA food subsidy program; state health division and the state fire marshal regulations and codes; CCLD desk procedures; state and federal confidentiality policies regarding child protective services; state law regarding public records and access to information; policy and procedure manuals of professional organizations pertinent to child care, e.g. APHA “National Health and Safety Performance Standards”, NAEYC “Developmentally Appropriate Practice”, Administrative Procedures Act and Open Records Laws.

**How are these guidelines used?**

These guidelines provide the parameters for conducting licensing functions; (1) to determine degree of compliance with statutes and administrative rules for providing safe, nurturing care and protection of children who spend a majority of their waking hours in out-of-home care facilities; (2) to promote equal and fair treatment of child care business operators; (3) to offer technical assistance with regard to safe and appropriate practices and procedures; and (4) to develop corrective action plans when needed.

Oregon Equity Lens

## SECTION 6. WORK CONTACTS

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

Who	How	Purpose	How Often?
Business/Community /Parents/Child Care Partners	In Person, by mail, email or telephone	Provide/share information/coordination of services	Daily
Child Care Businesses/ Providers	In Person, by mail, email or telephone	Determine compliance; through investigations	Daily
Compliance Team	In Person, by mail, email or telephone	Share information	Daily
General Public	In Person, by mail, email or telephone	Information	Weekly
Law Enforcement/ ODHS	In Person, by mail, email or telephone	Determine safety of children and facility compliance	Weekly
Legal Enforcement Team	In Person, by mail, email or telephone	Staff Regulatory Legal Actions	Daily
OCCLD Central Office	In Person, by mail, email or telephone	Coordination, determine compliance	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**

An Investigations Specialist makes decisions daily that impact the quality, safety, and availability of child care in Oregon. An Investigations Specialist works independently on-site without immediate supervision, the has opportunity for immediate consultation with managers by phone. Staff are stationed statewide. Decisions are made within the context of competing demands of child care constituents: parents of minor children, child care businesses, and the community. Decisions are made regarding whether the child care facility meets the requirements for safe and developmentally appropriate child care. Decisions may address appropriate guidance and discipline practices, health and safety practices, nutrition, materials and equipment, and supervision practices.

In conjunction with the legal and compliance team, an Investigations Specialist makes recommendations on courses of legal action. They may recommend suspension, denial, or revocation of a license. Decisions are made based on observations, interviews, and review of records, to determine compliance with statutes and rules. Regulation may include corrective action plans, civil penalties, suspension, denial or revocation of the license. Sanctions could result in a contested case hearing.

Child care certification and registration applies to facilities operated by private business, private party providers, and nonprofit agencies. This position has the responsibility to regulate child care facilities regarding the health and safety conditions surrounding children in care. The interpretations of statutes and administrative rules made by the licensing staff affects the health and safety of more than 48,000 children in Oregon, staff and operators, and the community at large.

## SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Investigations Manager	1715075	In Person, by mail, email or telephone	Regularly	Determine accuracy and timeliness of work Guidance, support and consistency in regulation Career growth, identify opportunities for development

## SECTION 9. OVERSIGHT

What are the oversight activities for this position?

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This is a sensitive position that deals with the health, safety, and well-being of child care children and the stability of child care businesses. The individual in this position must possess knowledge of investigations, child development, early childhood education, and health and safety requirements. A bachelor's degree in a field related to investigations or child development is preferred. The individual must have the ability to work with hostile, angry individuals and must have de-escalation skills. Investigations Specialists prioritize a heavy workload with frequently competing demands and exercise problem solving, mediation, and conflict management skills daily.

To the community at large, Investigations Specialists represent the agency and are asked to mediate and provide information as well as interpret statutes and administrative rules. The Investigations team members must be able to make decisions independently with the consultation of the Investigations Manager.

Investigations Specialists are expected to consistently treat customers, partners, and coworkers with dignity and respect.

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification.

Investigations specialists must have a valid ODL and a satisfactory driving record, or the ability to provide a satisfactory alternate mode of transportation.

All positions within DELC require employees to serve as a "mandatory reporter" of child abuse.

## SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
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## SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

## SECTION 13. SIGNATURES

\_\_\_\_\_  
Employee

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Date

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Manager

Date

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Appointing Authority

Date