



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:

Agency: Department of Early Learning and Care

Facility:

☒ New ☐ Revised

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Compliance Specialist 2</u>	b. Classification No: <u>5247</u>
c. Effective Date: _____	d. Position No: _____
e. Working Title: <u>Investigative Specialist</u>	f. Agency No: <u>58800</u>
g. Section Title: <u>Child Care Licensing Division</u>	h. Budget Auth No: _____
i. Employee Name: <u>Vacant</u>	j. Repr. Code: <u>OAS</u>
k. Work Location (City – County): <u>Portland</u>	
l. Supervisor Name (Optional): <u>Mary McCord</u>	
m. Position: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	

SECTION 2. PROGRAM AND POSITION INFORMATION

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

The Child Care Licensing Division (CCLD) Is a division of The Department of Early Learning and Care (DELIC) DELIC's mission is to support all of Oregon's young children and families to learn and thrive. DELIC values equity, dedication, integrity, and collective wisdom making a positive impact to benefit Oregon's children and families.

The Department of Early Learning and Care (DELIC) 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. DELIC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELIC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELIC 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 (DELIC) 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.

As Oregon's child care agency, the DELC is also responsible for the design and implementation of the state's child care work. This includes the licensing program, professional development, and quality improvement (Spark), along with responsibilities for the development and implementation of the state's child care plan pursuant to the federal Child Care and Development Fund (CCDF). Staff members are located in a central office in Salem and in field offices in various parts of the state.

The Child Care Licensing Division has the following core duties: regulatory oversight (licensing) of child care facilities, supporting child care providers through technical assistance and professional development, and providing information to both providers and parents. The Child Care Licensing Division licenses certified child care centers and certified and registered family child care homes, as required by state law. The Child Care Licensing Division conducts background checks on individuals associated with child care facilities and determines whether the individual is suitable for enrollment in the Central Background Registry. The Child Care Licensing Division also assesses complaints on child care facilities. Licensing is a consumer protection program that assures facilities and workers meet minimum health and safety standards.

b. Describe the primary purpose of this position, and how it functions within this program.

Complete this statement. The primary purpose of this position is to: 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 Investigative 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 DELC equity policies and practices.

SECTION 3. DESCRIPTION OF DUTIES

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.

% of Time	N/R/NC	E/NE	DUTIES
80	R	E	Licensing: Enforcement Actions a) 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.

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

			<p>b) Sanctions: Consult with the Investigations Manager and the Legal and Enforcement Director regarding potential legal actions such as civil penalties, suspensions, revocations, and denials.</p> <p>c) Prepare legally sufficient cases with accurate documentation both in writing and in the database to support legal action when needed.</p> <p>d) Testify at contested case hearing regarding investigations and findings.</p> <p>e) 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.</p> <p>f) 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.</p> <p>g) Verify compliance for licensed facilities for compliance with rules and/or conditions of operation.</p> <p>h) Conduct follow-up visits as required.</p> <p>i) 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.</p> <p>j) 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</p>
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			<p>k) Write according to professional standards.</p> <p>l) Have an understanding of public records law and maintain all public records as required by law.</p> <p>m) 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.</p> <p>n) Capture, retrieve, and maintain accurate data.</p> <p>o) Maintain desk files and archiving.</p>
10	NC	E	<p>Technology and Computer Use:</p> <p>a) Maintain e-mail communication and current calendar system using agency's system.</p> <p>b) Research work related topics to maintain current knowledge of child care and investigations trends.</p>
10	NC	NE	<p>Other Duties as assigned or requested.</p> <p>Other duties may include but not limited to:</p> <p>a) Attend unit, CCLD and department meetings and trainings.</p> <p>b) Manage and/or work on special projects or committees and participate in licensing policy development.</p> <p>c) Manage short, medium, and long term projects including participation on various local and state work groups focusing on child care and licensing.</p> <p>d) Assist in on boarding new staff.</p> <p>e) Attend conferences and workshops to enhance skills.</p> <p>f) Participate in child care regulatory trainings.</p> <p>g) Office management duties e.g. incoming and outgoing mail, car maintenance logs/mileage reporting, use of copy and fax machines, and phone system.</p>
At all Times	N	E	<p><u>Commitment to Equity</u></p> <p>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*</p> <p>Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.</p> <p>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.</p> <p>-----</p> <p><i>* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.</i></p>

All of the Time	N	E	Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors.
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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.

Customer Service -Your position requires a high volume of customer service. It is essential that you provide good customer service at all times as anything less adversely affects the public perception of the agency. You must be courteous and professional in all your interactions. While customers at times can be difficult to deal with, you need to conduct yourself in a manner that is respectful and courteous to every customers.

Communication -It is your responsibility to communicate effectively and be able to articulate and exchange information with internal and external partners. Communication must be in a positive and solutions-oriented manner.

Accuracy/Attention to Detail - Attention to detail and accuracy is essential in this position.

Attendance - Regular and consistent attendance is an essential function for this position.

SECTION 5. GUIDELINES

a. List any established guidelines used in this 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 Education 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.

b. 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
Early Learning Council policies and procedures
Oregon State and Federal Civil Rights Laws and Regulations
Department of Education policies and procedures

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 Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Child Care Businesses/ Providers	Phone/In person/ Writing	Determine compliance; through investigations	Daily
Compliance Team	Phone/In person/ Writing	Share information	Daily
Business/Community /Parents/Child Care Partners	Phone/In person/ Writing	Provide/share information/coordination of services	Daily
Legal Enforcement Team	Phone/In person Writing	Staff Regulatory Legal Actions	Daily
CCLD Central Office	Phone/In person/Writing	Coordination, determine compliance	Daily
General Public	Phone/In person/Writing	Information	Weekly
Law Enforcement/ ODHS	Phone/In person/Writing	Determine safety of children and facility compliance	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

An Investigative Specialist makes decisions daily that impact the quality, safety, and availability of child care in Oregon. An Investigative Specialist works independently on-site with the 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 Investigative 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

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Investigations Manager		Observation, in person reviews, paperwork review	ongoing	Determine accuracy and timeliness of work
Investigations Manager		Supervisory consultations	ongoing	Guidance, support and consistency in regulation
Investigations Manager		Yearly formal evaluations	quarterly	Career growth, identify opportunities for development

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? _____
- How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: 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. Investigative Specialists prioritize a heavy workload with frequently competing demands and exercise problem solving, mediation, and conflict management skills daily.

To the community at large, Investigative 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.

Investigative Specialists are expected to consistently treat customers, stakeholders, 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.

A valid Oregon driver license 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.

Operating Area	Biennial Amount (\$00000.00)	Fund Type
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date