

Position Title:	Placement, Licensing and Monitoring Officer
Job Grade:	Four (4)
Department:	Tobago Operations
Position Reports to:	Team Lead
Position Status:	Contract

SUMMARY OF POSITION:

The Placement, Licensing and Monitoring Officer in collaboration with various teams is responsible for the efficient and effective processing of incoming referrals for residential placements, and plays a critical role in ensuring the safety, well-being and quality of care provided to children and families in licensed facilities and programs through the conducting of rigorous oversight, compliance monitoring and enforcement of licensing standards.

The incumbent evaluates licensing applications, conducts on-site inspections, monitors and investigates facilities to ensure ongoing compliance with safety standards and regulations. They are required to inspect facilities that submit new license applications to verify adherence to the guidelines and procedures of the Children's Community Residences, Foster Care and Nurseries Act Chap 46:11.

He/ she will work with other relevant members of staff to progress matching and placement planning, with the joint aim of making well-matched placements within residential homes. The incumbent's skills in screening applications, assessing needs, and working with providers will be crucial in matching children with the perfect placement. Through ongoing support and guidance, the Placement, Licensing and Monitoring Officer will empower caregivers to ensure the safety and wellbeing of children within residences by conducting regular visits and maintaining meticulous records.

PRINCIPAL ACCOUNTABILITIES / KEY FUNCTIONS:

- ⇒ Conducting site visits to inspect, assess and monitor the operations for the purposes of making recommendations to the Director under the Act about issuing and revoking of licenses, renewing licenses, expansion of services and complying with legislative standards; identifying issues, making recommendations for corrective action /improvement, and providing advice/support.
- ⇒ Facilitate the licensing process for community residences, day cares, serving children. This may involve reviewing applications, conducting site inspections, and ensuring compliance with licensing regulations and standards.
- ⇒ Regularly monitoring licensed facilities and programs to ensure ongoing compliance with licensing requirements, safety standards, and regulations. This may involve conducting on-site inspections, reviewing documentation, and interviewing staff and residents.
- ⇒ Investigate complaints and allegations of misconduct, abuse, neglect, or violations of licensing standards within licensed facilities or programs. This includes conducting thorough investigations, gathering evidence, and taking appropriate corrective action as needed.

PRINCIPAL ACCOUNTABILITIES / KEY FUNCTIONS:

- ⇒ Maintain accurate records of licensing activities, inspections, investigations, and compliance findings. This includes documenting violations, deficiencies, corrective actions, and any follow-up measures taken to address issues identified during monitoring.
- ⇒ Provide technical assistance, guidance, and training to licensed facilities and programs to help them understand and comply with licensing requirements. This may involve offering workshops, seminars, or one-on-one consultations on topics such as safety protocols, documentation practices, and regulatory compliance.
- ⇒ Collaborate with other stakeholders, including child welfare agencies, law enforcement, regulatory agencies, and community organizations, to ensure effective oversight and coordination of child protection efforts. This includes sharing information, coordinating joint inspections or investigations, and participating in multidisciplinary teams or task forces focused on child welfare issues.
- ⇒ Participate in the development, review, and revision of licensing policies, procedures, and regulations to ensure they reflect best practices, address emerging issues, and promote the safety and well-being of children in licensed facilities and programs.
- ⇒ Advocate for improvements in child protection policies, practices, and resources at the local, state, and national levels. This may involve raising public awareness about child welfare issues, advocating for legislative changes, and collaborating with stakeholders to address systemic challenges in the child protection system. Collaborate closely with various teams to source care availability and suitability, ensuring a good fit for each child, and work with the Team Lead to secure approved and vetted placement options, ensuring compliance with regulatory standards.
- ⇒ Screen applications for residential placements, prioritizing the well-being and best interests of the child.
- ⇒ Liaise with Reception Centres and independent providers to identify suitable placement matches, considering the child's age, background, and preferences.
- ⇒ Engage and support placement providers to deliver services that promote positive outcomes for vulnerable children, providing guidance and resources as needed.
- ⇒ Conduct scheduled and unscheduled visits to children, care providers, ensuring placements are meeting the child's needs and safety standards.
- ⇒ Maintain meticulous records and reports on observations, incidents, and recommendations, documenting the progress and well-being of each child in care.
- ⇒ Work collaboratively with multidisciplinary teams to develop individualized care plans that address the unique needs and goals of each child.
- ⇒ Follow up and monitor children placed in Children's Residences, providing immediate responses to any information or situations concerning the child's safety or well-being.
- ⇒ Gather and share information relating to the placing of children to support the best use of resources and develop tools and systems to track placement sourcing.
- ⇒ Report situations and placement updates to relevant stakeholders, including attending court matters as they pertain to the child, advocating for the child's best interests.
- ⇒ Perform other related duties as assigned by the Team Lead.

REQUIRED QUALIFICATIONS & EXPERIENCE:

Education:

Minimum

- A Bachelor's Degree in Social Work, Sociology, Human Services, Psychology or related field.

Certification:	<ul style="list-style-type: none"> ▪ Conflict/Crisis Management/ De-escalation. ▪ Report writing will be considered an asset.
Experience:	<p>Minimum</p> <ul style="list-style-type: none"> ▪ A minimum of four (4) to six (6) years' experience in licensing, regulatory compliance, or a related field, particularly in child care or child welfare settings. ▪ Familiar with licensing regulations, standards and procedure related to childcare facilities or residential programs.

REQUIRED BEHAVIORAL COMPETENCIES:

- **Ethical Conduct:** Demonstrate integrity, professionalism, and a commitment to upholding ethical standards in all licensing and compliance activities.
- **Attention to Detail:** Ability to pay close attention to detail when reviewing documentation, conducting inspections, and maintaining records to ensure accuracy and compliance.
- **Problem-Solving Skills:** Ability to identify compliance issues, analyze complex situations, and develop effective solutions to ensure facilities meet licensing requirements.
- **Communication Skills:** Demonstrate strong verbal and written communication skills to effectively convey licensing requirements, provide guidance to facility staff, and collaborate with stakeholders.
- **Interpersonal Skills:** Build positive relationships with facility staff, government officials, and community members to facilitate compliance and promote child welfare.
- **Adaptability:** Ability to adapt to changing priorities, regulations, and situations while maintaining focus on ensuring the safety and well-being of children.
- **Time Management:** Effectively manages time and resources to prioritize tasks, meet deadlines, and conduct thorough inspections and investigations.
- **Analytical Thinking:** Utilize analytical thinking to assess information, identify trends, and make informed decisions regarding licensing and compliance issues.
- **Teamwork:** Work collaboratively with other agencies and stakeholders to ensure effective oversight and coordination of child protection efforts.

REQUIRED SKILLS:

- Knowledge of the Children's Community Residences, Foster Care and Nurseries Act and other relevant laws and regulations.
- Ability to effectively manage conflicts between clients and staff, and to address non-compliance issues in a constructive manner.
- Knowledge of project management principles and practices.
- Strong ability to read, interpret, and apply policies and procedures relevant to licensing and compliance activities.
- Strong analytical skills for evaluating licensing applications, conducting inspections, and identifying areas for improvement in licensed facilities.
- Ability to identify compliance issues and develop solutions to ensure facilities meet licensing requirements.
- Ability to support and promote a positive workplace culture that values compliance and child welfare.
- Ability to build trust, credibility, and effective working relationships with staff and external stakeholders involved in child advocacy.

- CPIMS+ Proficiency: Proficient in the use of CPIMS+ (Child Protection Information Management System) or similar software for managing child protection information.
- Competent in computer usage and the Microsoft Office Suite of programs (including Word, Excel, and PowerPoint) for documentation, reporting, and communication purposes.

POSITION SCOPE:	
Reports:	
Direct	▪ Nil
Indirect	▪ Nil

KEY CONTACTS:	
Internal:	<ul style="list-style-type: none"> ▪ All Licensing, Monitoring and Placement Service Staff ▪ Contact Centre Staff ▪ Reception Centres
External:	<ul style="list-style-type: none"> ▪ Law Enforcement Officers ▪ Parents ▪ Children ▪ Non-Profit Organizations ▪ Foster Care Parents ▪ Staff at Children's Residences ▪ Day Care Providers