



# Certified Child Welfare Supervisor (CCWS) Application

## Observation Form: MANAGING PERFORMANCE

- ❖ This form documents the CCWS-P's demonstration of competencies in the MANAGING PERFORMANCE domain. Carefully read the *CCWS Observation Directions-7-1-2022.pdf* before conducting a rated observation.
  - a. The CCWS-P completes Part 1 prior to the observation, provides the partially completed form to the individual conducting the observation, and signs Part 6 after receiving performance feedback.
  - b. The qualified professional conducting the observation/rating/follow-up performance consultation completes Parts 2 – 5, secures the signature of the CCWP in Part 6, and submits ONLY the form that documents achievement of a three-point rating or higher to their Certification Point of Contact to forward to the NCBCWP for processing.
  - c. Forms submitted for certification purposes must be typed.

<b>Part 1: Applicant Information.</b> Provide information exactly as it is associated with your CCWS-P credential.		
Name: _____		
Email Address: _____		Phone Number: _____
CCWS-P Credential Number: _____		CCWS-P Expiration Date: _____
<b>Part 2: Observer/Rater Information.</b> Enter requested information for the Qualified Professional who conducted the rated observation.		
Observer/Rater Name: _____		
Email Address: _____		Phone Number: _____
Position Title: _____		Employer: _____
<b>Part 3: Observed Event Information.</b> Only observe events/work activities where the CCWS-P is responsible for leading the event for a minimum of 30 consecutive observed minutes.		
Date of Observation: _____		Start Time: _____ End Time: _____
Type of Observation: <input type="checkbox"/> Face-to-Face Observation <input type="checkbox"/> Virtual Observation ( <i>attach agency's virtual supervision policy</i> )		
Observed Work Activity:		
<input type="checkbox"/> Meetings to prepare staff to attend and participate in court or a case staffing	<input type="checkbox"/> Staff coaching or one-on-one meeting focused on performance improvement	<input type="checkbox"/> Staff performance evaluation
<input type="checkbox"/> Monthly/quarterly supervision	<input type="checkbox"/> Supervisor reviews or consultations	
<input type="checkbox"/> Performance Review Coaching Session	<input type="checkbox"/> Weekly one-on-one caseload review	
<input type="checkbox"/> QA review of initial or relicensing files	<input type="checkbox"/> Other setting (describe): _____	
<b>Part 4, sections A – D: MANAGING PERFORMANCE Competency Demonstration Documentation and Rating</b>		
<b>A. Notate strengths and opportunities for improvement as demonstrated by the CCWS-P.</b>		

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**B. Check off each competency that was observed and discussed during the performance consultation.**

**Managing Performance (10 competencies).** The competencies in this domain reflect the supervisor’s responsibilities and abilities essential to ensuring child safety, permanency, and well-being; improving service quality; developing employee competencies; and fulfilling an organization’s mission and goals. Supervisors are required to regularly monitor the quality of employee performance, to support employees’ professional development, and to assess employees’ performances based on pre-defined job tasks and performance expectations.

- Establish and clearly communicate the specific job tasks, performance expectations and criteria used to evaluate job performance.
- Assign work in a manner that corresponds to the roles and skill levels of employees.
- Conduct supervisory reviews and/or consultations both at pre-defined critical junctures and as needed in order to assess the performance of employees and validate their planned next steps to support child safety, permanency, and well-being.
- Identify when a multi-disciplinary staffing is needed; help employees prepare for the staffing and actively share information with relevant others to facilitate appropriate decisions and determine the next steps needed to support child safety, permanency, and well-being.
- Conduct ongoing formal and/or informal performance evaluations based on pre-defined job tasks and expectations.
- Measure the skills and performance of employees by collecting quantitative and qualitative data related to pre-defined job tasks and expectations.
- Mentor and coach employees in a way that helps them build on strengths and improve weaknesses.
- Discipline employees according to agency policy in order to address any deficiencies, adverse behaviors, performance problems, or interpersonal problems.
- Use critical thinking to identify sources of conflict/problems in the workplace and find solutions through negotiation and collaboration.
- Help employees achieve outcomes in an effective, efficient, and timely manner by modeling and teaching skills required for good job performance and time management (organization and prioritizing).

**C. Rate the CCWS-Ps overall demonstration of *MANAGING PERFORMANCE* competencies.**

<input type="checkbox"/> Outstanding (5 points)	The supervisor demonstrates an exceptional ability to manage performance in child welfare. This is evident by the supervisor: consistently and skillfully utilizing and applying data to improve practice; clearly identifying areas in need of improvement; having the capacity to provide strengths-based supervision necessary to motivate and develop staff to improve performance; and identify specific strategies to achieve the desired performance outcome.
<input type="checkbox"/> Above Expectations (4 points)	The supervisor demonstrates good practices related to managing performance. This includes utilizing and applying data to improve quality and staff workloads; providing some strengths-based supervision necessary to motivate and develop staff; and soliciting feedback from employees regarding their performance and what areas they could improve.
<input type="checkbox"/> At Expectations (3 points)	The supervisor demonstrates adequate skill in managing performance. The supervisor displays base-line knowledge of retrieving data; some application skills associated with setting performance expectations; and provides a combination of directive and strengths based supervision to achieve the desired performance outcomes.
<input type="checkbox"/> Below Expectations (2 points)	The supervisor demonstrates marginal skills with noted deficiencies in managing performance. This is evidenced by an inability to sufficiently gather data, limited comprehension when applying data to identifying cause of performance concerns and a lack of effective supervision necessary to motivate and develop staff in constructing workable solutions to problems.
<input type="checkbox"/> Unsatisfactory (1 point)	The supervisor consistently fails to demonstrate the capacity to manage performance. This includes an inability to gather and utilize data in a meaningful way; a lack of positive coaching to work with staff to meet performance expectation; a lack of engagement with employee that encourages two-way dialogue; and an inability to develop an actionable plan for improved performance.



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**D. Explain the reason for your rating, using behavioral examples. If additional coaching is necessary to achieve a 3-point or higher rating, include recommended strategies to prepare for future observations of the CCWS-P's competency as it relates to MANAGING PERFORMANCE.**

**Part 5: Attestations.** To be completed by the qualified professional conducting the rated observation.

I have read the MANAGING PERFORMANCE domain competencies and understand how they are demonstrated on-the-job.  Yes  No

I conducted an eligible rated observation of the CCWS-P for a minimum of 30 minutes, a follow-up performance consultation for a minimum of 15 minutes, as identified in Part 3 and described in Parts 4A-D.  Yes  No

**Final Rating MANAGING PERFORMANCE Competency Demonstration:**

Based on your direct observations and interactions with the CCWS-P during the observation identified in Part 3, do you have any concerns about their ability to effectively perform MANAGING PERFORMANCE competencies under standard supervision?  Yes  No

I consent to an audit of related agency records to verify my attestation, if requested by NCBCWP.  Yes  No

*By my signature, I attest that the above material is true.*

\_\_\_\_\_  
Qualified Professional Signature (NCBCWP accepts both manual and electronic signatures)

\_\_\_\_\_  
Date

**Part 6: Verification of Observation and Performance Consult.** To be completed by the CCWS-P.

I participated in the rated observation and performance consultation, focused on my demonstration of competencies in the MANAGING PERFORMANCE domain, as documented herein. The content of the observation and rating has been discussed with me in detail. My signature indicates knowledge and understanding of the contents of this form and does not necessarily imply agreement.  Yes  No

\_\_\_\_\_  
CCWS-P Signature (NCBCWP accepts both manual and electronic signatures)

\_\_\_\_\_  
Date