

Certified Child Welfare Supervisor (CCWS) Application

Observation Requirement Directions

- 1) Provisionally Certified Child Welfare Supervisors (CCWS-P) are required to participate in purposeful observations of their demonstration of CCWS core competencies. Observations are structured around CCWS performance domains; one observation must be complete for each domain. While CCWS-Ps will demonstrate competencies in multiple domains during the observed work event, the person conducting the observation and rating should primarily focus on the competencies associated with the specified domain.
- 2) Eligible observations meet work setting and rating requirements, are conducted by qualified professionals, and are documented on NCBCWP observation forms. A separate form is provided for each CCWS performance domain: Communication Skills, Leadership, Managing Performance, and Professional Child Welfare Foundations. See 6) for details on how to complete and submit NCBCWP observation forms.
- 3) Qualified Professional Requirements:
 - a) Individuals eligible to serve as a qualified professional for the purposes of conducting observations/ratings/performance consultations include the CCWS-P's immediate supervisor, or any other agency supervisor, trainer, mentor, quality assurance staff, or other management/leadership staff assigned to conduct rated observations for certification purposes.
 - b) Regardless of job title or experience, a person may NOT serve as a qualified professional for certification purposes if he or she is the CCWS-P's subordinates, peers or others in a parallel position, relatives, or anyone who shares/shared a household or is/was in a romantic, domestic, familial, or similar relationship with the CCWS-P.
- 4) CCWS Rated Observation Requirements:
 - a) Complete four field observations with follow-up performance consultation conducted by a qualified professional, earning a performance rating of three or higher on a five-point, behavioral scale. While it may take several observations to earn a 3-point rating, only submit the form that meets the requirement
 - b) Each observation will focus on a separate domain.
 - c) At least half (50%) of the competencies must be demonstrated for a valid observation. For an uneven number of competencies, round up. For example, if there are five competencies, at least three must be demonstrated during the observation.
 - d) Observations must take place in a professional work setting, with the CCWS-P in a supervisory role, interacting with either subordinates or their own supervision/management/leadership team for a minimum of 30 consecutive minutes of observation. The follow up performance consultation should take approximately 15 minutes.
 - (1) Observed work activities must be routine to the standard job duties and responsibilities of a supervisor of caseload carrying staff. Mock events, temporary units or job assignments, or other similar action may not be taken for the primary purpose of meeting certification requirements.
 - (2) Recommended, eligible work activities are provided on each form; use of the 'other' option must describe a work event that is parallel in terms of complexity and ability to demonstrate competencies.
 - (3) No more than one rated observation can occur with the CCWS-P interacting with his or her immediate supervision/management/leadership team as the majority of a supervisor's time is spent with subordinates.
- 5) Observations using Virtual Technologies/Virtual Environments
 - a. Rated observations that are conducted using virtual technologies/in a virtual environment are eligible for certification purposes ONLY if they are conducted according to the employer's official virtual supervision policy

and the rated observation and follow-up performance consultation activities meet the requirements for face-to-face observations.

- b. The virtual supervision policy must be active at the time the virtual rated observation occurred; submit a copy of the employer policy with the NCBCWP Rated Observation Form.

6) NCBCWP CCWS Application Observation Forms

- a. Mandatory forms are posted online.
- b. Forms should be approved by NCBCWP before the case file review is conducted and must be approved before the CCWS-P is eligible to register for the CCWS exam. The forms are:
 - a. *CCWS Observation Form_Leadership_7-1-22.pdf*
 - b. *CCWS Observation Form_Communication Skills_7-1-22.pdf*
 - c. *CCWS Observation Form_Managing Performance_7-1-22.pdf*
 - d. *CCWS Observation Form_Professional Child Welfare Foundations_7-1-22.pdf*
- c. The CCWS-P completes Part 1 of the correct form (one form per performance domain) prior to the observation, provides the partially completed form to the qualified professional conducting the observation, and signs Part 6 after completing the performance consultation/receiving performance feedback.
- d. The qualified professional conducting the rated observation and follow up performance consultation completes Parts 2 – 5, secures the CCWS-P's signature in Part 6, and submits it to their Certification Point of Contact to forward to the NCBCWP for processing.
- e. Forms submitted for certification purposes must be typed.

Note: Forms must be provided to the employer designated Certification Point of Contact using the email of the qualified professional who conducted the rated observation or their designee. Designees may not be the CCWS-P or his or her subordinate or peer and designees must cc the person who completed the form. The Certification Point of Contact will certify to the NCBCWP that observations forms were received according to policy requirements.