



# Certified Child Welfare Supervisor (CCWS) On-the-Job Rated Observation and Competency Verification Form

## Domain: MANAGING PERFORMANCE

---

### Directions

1. This form documents competency in the MANAGING PERFORMANCE domain. Use separate, stand-alone forms to document the applicant's competency demonstration in the remaining performance domains of Leadership, Communication Skills, and Professional Child Welfare Foundations.
2. Certification-eligible observations earn an overall rating of 3 points. While it may take several observations to demonstrate skills necessary to earn a 3 point rating, only submit the form that meets the requirement.
3. The full CCWS On-the-Job Supervision and Competency Verification standard is:
  - a. Applicants must complete a minimum of four (4) field observations with follow-up performance consultation conducted by a qualified supervisor, earning a performance rating of 3 or higher on a five-point, behavioral scale. Each observation will focus on a separate domain.
  - b. Each observation will focus on a separate domain. A minimum of 50% of the competencies must be demonstrated for a valid observation. When there is an uneven number of competencies, round up. For example, if there are 5 competencies, at least 3 competencies must be demonstrated during the observation.
  - c. A successful observation (3 points or higher) must be achieved in each CCWS performance domain: Leadership, Managing Performance, Communication Skills, and Professional Child Welfare Foundations.
  - d. Observations must take place in a professional work setting, where the supervisor is in a leadership role, interacting with either subordinates or their own supervision/management/leadership chain for a minimum of 30 minutes of observation. The follow up performance consultation should take approximately 15 minutes.
  - e. Observed work activities must be routine to the normal role of the applicant as a supervisor of caseload carrying staff. Mock events may not be created nor may applicants take on a temporary supervisory role to meet certification requirements.
  - f. Recommended, eligible work activities are listed for each discipline: Protective Investigations, Case Management, and Licensing. While there is an "other" option, the event should be parallel in terms of complexity and ability to demonstrate competencies. If in doubt, contact the FCB to discuss further.
  - g. No more than one rated observation can occur with the applicant's immediate supervision/management/leadership team as the majority of a supervisor's time is spent with subordinates.
  - h. While applicants will demonstrate competencies in multiple domains during one work event, the individual conducting the observation should primarily focus on the competencies associated with the specific domain.
4. Individuals conducting observations/ratings must meet the FCB's definition of a qualified supervisor and **MAY NOT** be in a subordinate or parallel position to the applicant.
  - a. A qualified supervisor is the applicant's immediate supervisor or any other agency supervisor, trainer, mentor, quality assurance staff or other agency management/leadership staff assigned by the employer to provide supervision to employees seeking certification.
  - b. Anyone in any of the following relationships with the applicant MAY NOT conduct observations for certification purposes, regardless of their job title or experience: subordinates, individuals in a parallel position, a relative, any person sharing the same household, or any person in a romantic, domestic, or familial relationship.
5. The applicant completes Part 1 prior to the observation and signs Part 6 after receiving performance feedback.
6. The qualified supervisor conducting the observation/rating/follow up performance consultation completes Parts 2 – 5 of this form, secures the signature of the applicant in Part 6, and submits **ONLY** the form that documents achievement of a three-point rating or higher to the attention of Auna Moore at [amoore@flcertificationboard.org](mailto:amoore@flcertificationboard.org)



**Certified Child Welfare Supervisor (CCWS)  
On-the-Job Rated Observation and Competency Verification Form  
Domain: MANAGING PERFORMANCE**

**Part 1: Applicant Information.** Enter requested information exactly as it is associated with your FCB account.

Applicant Name \_\_\_\_\_  
 Email Address \_\_\_\_\_ Phone Number \_\_\_\_\_  
 Current FCB Credential(s) \_\_\_\_\_

**Part 2: Observer/Rater Information.** Enter requested information for the Qualified Supervisor who will conduct the observation.

Observer/Rater Name \_\_\_\_\_  
 Email Address \_\_\_\_\_ Phone Number \_\_\_\_\_  
 Position Title \_\_\_\_\_ Employer \_\_\_\_\_

**Part 3: Observed Event Information.** Only observe events/work activities where the applicant is responsible for leading the event. Applicants must be in a leadership role for a minimum of 30 consecutive minutes.

Date of Observation \_\_\_\_\_ Start Time \_\_\_\_\_ End Time \_\_\_\_\_

Indicate the setting in which the rated observation occurred:

<u>Sample PI Events</u>	<u>Sample CM Events</u>	<u>Sample LC Events</u>
<input type="checkbox"/> Performance Review Coaching Session	<input type="checkbox"/> Staff performance evaluation	<input type="checkbox"/> Monthly/quarterly supervision
<input type="checkbox"/> Weekly one-on-one caseload review	<input type="checkbox"/> Staff coaching or one-on-one meeting focused on performance improvement	<input type="checkbox"/> Staff performance evaluation
<input type="checkbox"/> Staff performance evaluation	<input type="checkbox"/> Supervisor reviews or consultations	<input type="checkbox"/> Staff coaching or one-on-one meeting focused on performance improvement
<input type="checkbox"/> Staff coaching or one-on-one meeting focused on performance improvement	<input type="checkbox"/> Meetings to prepare staff to attend and participate in court or a case staffing	<input type="checkbox"/> QA review of initial or relicensing files
<input type="checkbox"/> Supervisor consultation review	<input type="checkbox"/> Other (describe below):	<input type="checkbox"/> Meetings to prepare staff to attend and participate in court or a case staffing
<input type="checkbox"/> Other (describe below):		<input type="checkbox"/> Other (describe below):

**Part 4, sections A – D: MANAGING PERFORMANCE Competency Demonstration Documentation and Rating**

**A. Notate strengths and opportunities for improvement as demonstrated by the applicant.**



**Certified Child Welfare Supervisor (CCWS)  
On-the-Job Rated Observation and Competency Verification Form  
Domain: MANAGING PERFORMANCE**

**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 applicants 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.



**Certified Child Welfare Supervisor (CCWS)  
On-the-Job Rated Observation and Competency Verification Form  
Domain: MANAGING PERFORMANCE**

**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 applicant's competency as it relates to MANAGING PERFORMANCE.**

**Part 5: Attestation of Competency Demonstration.** To be completed by the qualified supervisor conducting the rated observation.

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

I completed the observation of the applicant, for a minimum of 30 minutes, and conducted 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 applicant during the observation identified in Part 3, do you have any concerns about their ability to competently employ MANAGING PERFORMANCE competencies under standard supervision?  Yes  No

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

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

\_\_\_\_\_  
**Qualified Supervisor/Observer Signature** (FCB accepts both manual and electronic signatures) \_\_\_\_\_  
**Date**

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

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 evaluation and rating has been discussed with me in detail. My signature indicates knowledge and understanding of the contents of the rated observation and performance consultation and does not necessarily imply agreement.  Yes  No

\_\_\_\_\_  
**Applicant Signature** (FCB accepts both manual and electronic signatures) \_\_\_\_\_  
**Date**