

California State University, Fresno Foundation

CHILD WELFARE INFORMATION SYSTEMS IMPLEMENTATION AND SUPPORT SPECIALIST I or II **CENTRAL CALIFORNIA TRAINING ACADEMY**

(Candidate will be placed in the appropriate classification depending on their qualifications and experience)

JOB ANNOUNCEMENT #25-747

POSITION SUMMARY:	<p>Full-time, benefited position with the Central California Training Academy through the California State University, Fresno Foundation. The Central California Training Academy (CCTA) is a program of the California State University, Fresno Foundation, under the auspices of the College of Health and Human Services, through the Department of Social Work Education, and provides classroom training, coaching and organizational support to child welfare staff and other IVE eligible agencies in 12 Central California Counties.</p> <p>The Child Welfare Information Systems (CWS/CMS, CARES & CACWT) Implementation Support Specialist I (ISS-I) works with CCTA staff to support the implementation of the Child Welfare Services/Case Management System (CWS/CMS) and capacity building of the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) and the California Child Welfare Training (CACWT). This position supports and delivers training on the use of CWS/CMS through a competency-based curriculum, training evaluation process, and integration of CWS/CMS into Child Welfare core practices. This position will provide training to new staff, as well as general and advanced training on the CWS/CMS application to support county users. The ISS-I will provide capacity building for the CARES training and attend statewide and regional implementation meetings, as well as regional Training for Trainers (T4Ts) providing input on design, functionality, training plans, and future rollout to system users. The ISS-I is knowledgeable in CWS/CMS and will collaborate with the California Social Work Education Center (CalEVAL) and other training partners on necessary revisions to the New User training and Common Core, to incorporate CARES content, while building delivery capacity contingent upon the CARES implementation timeline.</p> <p>The Child Welfare Information Systems Implementation and Support Specialist I is the introductory level of this series and is expected to fulfill the duties with supervision and guidance from the Child Welfare Information Systems Training Specialist. Under close supervision, this position will demonstrate a basic understanding of the required duties, receive specific instructions on tasks and results expected.</p> <p>The Child Welfare Information Systems Implementation and Support Specialist II requires a greater depth of knowledge, experience and skill sets necessary to perform and carry out the duties and responsibility of the CWS/CMS–CARES Support Specialist, while demonstrating the ability to work with a high degree of independence and exhibiting advanced knowledge of the CWS/CMS–CARES functionality.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Under the general supervision of the Child Welfare Information Systems Training Specialist, typical duties for the Child Welfare Information Systems Implementation and Support Specialist I include, but are not limited to:</p> <ul style="list-style-type: none"> • Provide ongoing user and operational support of the CWS/CMS database system in alignment with child welfare's policies and procedures, and practice requirements • Support system trainees and users on CWS/CMS and adhere to program/division specific procedures. • Apply knowledge and experience of current county business processes, including the creation of units, caseload assignments and how work flows through the child welfare system within counties. • Support building capacity for CARES training and technical support by attending statewide and regional implementation meetings, as well as regional Training for Trainers (T4Ts). • Participate and contribute to workgroups to support system development, application to user practice, and adherence to policies. • Collaborate with CalEVAL and other training partners on the revisions to New User training and Common Core to incorporate CARES content into training and application.

	<ul style="list-style-type: none"> • Build capacity for the delivery of CARES New User training contingent upon CARES implementation timeline. • Support the collaboration with IT to ensure product/system implementation functions on all academy systems and comply with campus requirements. • Stay-up-to date on all information regarding learning management systems (LMS), CWS/CMS, and CARES, as well as process and procedures. • Participate in the monitoring of data quality assurance and data cleaning procedures. • Other duties as assigned. <p>The Child Welfare Information Systems Implementation and Support Specialist II will be responsible for the following, in addition to the duties above:</p> <ul style="list-style-type: none"> • Provide technical advisement, participate and contribute to workgroups to support system development, application to user practice, and adherence to policies. • As an experienced CWS/CMS user, collaborate with CalEVAL and other training partners on the revisions to New User training and Common Core to incorporate CARES content into training and application. • Provide advanced knowledge in building capacity for the delivery of CARES New User training contingent upon CARES implementation timeline. • Other duties as assigned.
QUALIFICATIONS & EXPERIENCE:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <p>Requirements for the Child Welfare Information Systems Implementation and Support Specialist I:</p> <ul style="list-style-type: none"> • Bachelor's degree in Social Work or other closely related field of study. • Four (4) years related experience working with public social services. <ul style="list-style-type: none"> ◦ Experience working in public child welfare services preferred. • Experience and knowledge of CWS/CMS system, data usage, and providing technical support to end users. • Experience creating training material for the implementation of the CWS/CMS program. • Ability to develop training tools and processes with stakeholders input and feedback. • Understanding of implementation and roll out strategies; knowledge of organizational change management principles, and a comprehensive understanding of the statewide child welfare management system. • Knowledge on conducting child welfare meetings, facilitating groups, delivering training and working in teams and collaborating with other professionals. • Demonstrated organizational and multi-tasking skills needed to meet deadlines. • Ability to write, revise and edit curricula to reflect Child Welfare best practices and California law. • Proficiency in computer skills including word processing, PowerPoint, spreadsheets, and databases that may include Microsoft Office, Adobe, etc. • Ability to demonstrate a high level of cross-cultural sensitivity. • Must possess a valid driver's license, reliable vehicle, and valid insurance as travel is required within the Central California region and throughout the state. <p>Requirements for the Child Welfare Information Systems Implementation and Support Specialist II (in addition to the requirements listed above):</p> <ul style="list-style-type: none"> • One (1) year of satisfactory work experience classified as a Level I CWS/CMS – CARES Support Specialist or closely related job classification. • Bachelor's degree in Social Work or another closely related field of study. • Five (5) years of related experience working in public social services or a closely related field. <ul style="list-style-type: none"> ◦ Experience working in public child welfare services preferred. • Demonstrated advanced experience and extensive knowledge of CWS/CMS system, data usage, and providing technical support to end-users. • Experience creating advanced training material for the implementation of the CWS/CMS program.

	<ul style="list-style-type: none"> • Experience developing advanced training tools and implementing processes with using stakeholder input and feedback. • Experience applying implementation and roll-out strategies; knowledge of organizational change management principles, and a comprehensive understanding of the statewide child welfare management system. • Demonstrated experience in child welfare conducting meetings, facilitating groups, delivering training and working in teams, and collaborating with other professionals. • Demonstrated ability to perform with a high degree of independence.
SALARY/BENEFITS:	<p>Child Welfare Information Systems Implementation and Support Specialist I: \$5,720.00 - \$5,891.60 per month (\$68,640.00 - \$70,699.20 annually). Benefits include medical, dental, vision, life insurance, 401(k), vacation, sick leave and holiday pay.</p> <p>Child Welfare Information Systems Implementation and Support Specialist II: \$6,069.00 - \$6,251.07 per month (\$72,828.00 - \$75,012.89 annually). Benefits include medical, dental, vision, life insurance, 401(k), vacation, sick leave and holiday pay.</p>
DEADLINE:	Application review begins <u>October 17, 2025</u>. Position will remain open until filled.
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application.</p> <p>E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>

Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.

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