

Leader Standard Work - OCWI Manager

pdated: 03/16/2021		Week 1			Week 2				Week 3				Week 4				Week 5					
Daily Activities	Μ	ΤV	N	TI	Fſ	M 1	r W	/ Τ	F	Μ	Т	W	Т	F	Μ	T	W	ΤI	= N	/I T	W	Т
Review and assign reports , staff as needed, and update log																						
Notify Researcher mailbox of report assignment and closure (if applicable)																						
Consult with Hotline/other offices/sections on correct section report assignments in cue and CC																						
On-Call/after hours calls, staffings etc.																						Î
Check action request/status communication and report screen as required																						T
Review and respond to all incoming correspondence (email, phone messages, mail)																						1
Conduct staffings at key decision-making points using supervision tools																						
Staff urgent case circumstances and removals																						1
Review service referrals for approval, denial and provide for upline approval as required																						T
Review dependency petition worksheets and court reports																						1
Review cases for closure/transfer including assessment, PSRT, and closure/transfer log																						T
Participate/support Team Decision Making (TDM) meetings																						1
Address client concerns (phone calls, walk-ins, Ombudsman, FAO)																						1
Ensure your unit's cases are on your case transfer log and receiving offices Transfer Board																						1
Review submitted allegation findings prior to Investigator entry																						T
Review to ensure timely completions of: OWCI Y/N, Report Detail, JI Screen, Safety Decisions																						T
Ensure ARMS calls are being returned timely																						1
Review and sign travel claims																						
Ensure Trainee's checklists are being completed									1													t

Day of week		Week 1	Week 2	Week 3	Week 4	Week 5
Heek	Ensure supervision staffings are scheduled for the following week (1:1)					
	Collect and provide data to Deputy Chief					
	Review Tableau (i.e Report triage, overdue, and response time)					
	Review AFCARS and actions and assign follow up as required					
	Follow up on Furthers/Kickbacks, closures, transfers, and overdue reports					
	Meet with new workers as required					
	Observe and mentor investigators in the field and in court					
	Verify/approve overtime (OT must be pre-approved)					
	Review and approve timesheets (every other week)					
	Follow up on current/outstanding HR/employee issues					



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Week of	Monthly Activities	Status	Follow Up/To Do Item	-	For	Who	Due	Done	
month		Status	Follow Op/To Do Item	5	FOI	vvno	Date	Date	
	Conduct unit meeting								
	Attend OCWI Management Meeting								
	Review notes to ensure compliance (10 days)								
	Conduct group supervision (where applicable)								
	1:1 with each Direct Report (enter in MAP)								
	Complete trainee performance evaluation								
	1:1 with Deputy Chief (up to 4x a month)								
	Submit end-of-month reports								
	Attend community/provider meetings (as applicable)								
	Check/take action on excess leave for direct reports								
Month of	Quarterly Activities	Status							
Quarter									
	Attend Region Supervisor Meeting Attend Sectionwide Meeting	-							
	Attend Sectionwide Meeting	-							
		-							
		-							
		-							
		-							
		-							
		Monthly 1:1 with Direct Reports							
			Name			Week 4	Week E		
# of				VVEEK I	Week Z	week 3	vveek 4	Week 5	
	Annual/Bi-Annual Activities	Status							
Month(s)	Complete MAP evaluations (annually or as needed)								
	complete with evaluations (annually of as needed)	+							
		1							