

COUNTY OF SOLANO

CHILD SUPPORT SPECIALIST (ENTRY)

DEFINITION

Learns to and conducts case assessments and investigations; conducts interviews with custodial and/or non-custodial parents and others to elicit factual information, determines support obligations, and calculate support payments; assists in preparing cases for court hearings.

CLASS CHARACTERISTICS

This is the entry level class in the Child Support Specialist series. Incumbents in this class learn and apply child support laws, regulations, and procedures and acquire the skills to perform a broad range of child support casework activities. As incumbents acquire knowledge and skills, they carry out their assignments with greater independence. Incumbents analyze information, initiate legal actions, participate in the settlement of cases and prepare clear, concise reports. This class differs from Child Support Specialist in that incumbents of that class are fully proficient in the specific laws, policies, civil and criminal procedures and processes required to enforce a child support case, manager a larger and more complex caseload, and assist with one-on-one training.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Child Support Specialist (Supervising), technical oversight from Child Support Specialist and technical and functional oversight from Child Support Specialist (Senior).

Exercises no supervision.

EXAMPLES OF DUTIES –*Duties may include but are not limited to the following:*

Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to obtain statements and gather information for locating absent parents and determining financial status; ensures that forms and applications for child support payments are complete and accurate; explains general legal requirements and the calculation of support payments to non-custodial parents and other involved parties.

Learns and implements practices and procedures in regard to the contacting of non-custodial parents to advise them of their child support obligations; obtains financial declarations; learns and applies proper procedures necessary to establish the amount of child support payment based on financial status of absent parents.

Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.

Informs the Health and Social Services Department of non-cooperative custodial parents; learns to prepare cases for civil or criminal prosecution within the standards set forth by statute and case law; protects the constitutional rights of the absent parent and the rights of the custodial parents and child.

Learns to and applies federal, state and local laws, ordinances, rules and procedures in order to secure current and delinquent child support payments; establishes paternity, child support, and medical coverage through legal action; conducts individual case assessments; provides customer services to clients; conducts investigations to obtain factual information; generates legal documents and performs mathematical calculations.

Makes verbal or written inquiries of various agencies and business firms in order to locate the whereabouts of absent parents; contacts friends or relatives of custodial parents or absent parents to determine the validity of information obtained or to gain additional information regarding the whereabouts of the absent parent.

Learns to and applies proper procedures in order to monitor support payment records to ensure that the responsible party is in compliance with court order; learns proper practices and procedures which are utilized when default occurs including the preparation of civil actions under direction of a Child Support Attorney; initiates delinquent notices to the responsible party when necessary in order to secure continued support payments; serves legal documents where appropriate.

Completes necessary accounting instructions to initiate support accounting processes; initiates accounting instructions to change support payments in accordance with modification of court orders; prepares and maintains forms, applications, case files, and other necessary records; generates legal documents related to child support, paternity, and medical support orders; serves court documents.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Methods and techniques used in interviewing individuals to discover information pertinent to the establishment of responsibility for child support payments, location and financial status of the responsible party.

The use of sources to research assets and obligations.

Financial record keeping procedures.

Modern office practices and procedures, including use of personal computer and network programs.

Methods and techniques used to locate individuals.

Techniques and methods used in collections.

Common legal terminology, documents and procedures used to enforce payment of funds.

Skill to:

Operate office equipment including a personal computer, copy and fax machines and printers.

Ability to:

Learn, understand, and apply federal, state or local laws, ordinances, codes, procedures and rules in order to establish/secure current and delinquent child support payments and establish paternity/medical support.

Learn to comply with court and state mandated due process standards.

Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds; learn to effectively interview individuals and investigate leads in order to secure information required to effectuate the collection of child support payments; exercise tact, diplomacy, and flexibility.

Research and extract factual information.

Learn child support establishment, enforcement and collection methods.

Learn legal criteria for establishing paternity, child support and medical support.

Maintain confidentiality.

Prepare complete and concise oral and written reports.

Establish and maintain effective working relationships.

Learn computer databases and programs common to child support enforcement activities.

Effectively locate individuals and research information on the whereabouts of case participants.

Make logical determinations from financial statements on the amount of child support payments.

Learn to monitor child support payment records to ensure compliance with court orders.

Learn to evaluate case records and, if default occurs, initiate and prepare appropriate civil or criminal action; learn to prepare administrative legal documents.

Deal with stressful situations and potentially hostile people.

Manage a caseload utilizing time management.

EXPERIENCE AND EDUCATION/TRAINING

Experience:

Two (2) years of clerical experience involving extensive public contact.

Education/Training:

Completion of 15 semester or 22.5 quarter units, from an accredited college or university preferably in Sociology, Social Work, Business, Public Administration, Liberal Arts, Paralegal, Criminal Justice or other related courses.

SPECIAL REQUIREMENTS

Possession of, or ability to obtain, a valid Class C California driver's license is required.

Independent travel may be required.

Positions allocated to this class may require bilingual skills.

Candidates for positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Incumbents of this class shall serve a twelve (12) month probationary period.

Incumbents of this class should demonstrate necessary knowledge and abilities to be promoted to Child Support Specialist within eighteen (18) months of appointment.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Occasionally moving of weights up to 25 pounds may be required. Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a risk of minor injury or illness.

Director of Human Resources

Established Date: November 2000

Revised Date: November 2002

Revised Date: May 2003

BOS Date: June 30, 2003

I:\Classification\Class Specs\ParaProf specs\Child Support Specialist (Entry).doc