

## COUNTY OF SOLANO

### CHILD SUPPORT SPECIALIST (SUPERVISING)

#### **DEFINITION**

Plans, supervises, reviews, coordinates, and participates in the work of a child support section engaged in enforcing child support laws by securing current and delinquent child support payments; ensures compliance with court mandated due process standards; serves as a member of department's management/supervisory team.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility for first line supervision of a child support unit engaged in establishment and enforcement of court ordered child support. Incumbents in this class serve as technical resource on legal procedures, civil investigation methods and the family support accounting system. Positions in this class are distinguished from those in the class of Child Support Specialist (Senior) in that the former's primary assignment is the supervision of staff. This class is further distinguished from the Child Support Administrator in that the latter class is a division manager level class responsible for the operations and activities of multiple units.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Child Support Administrator.

Exercises supervision over technical and clerical staff.

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

Plans, assigns and supervises a unit of Child Support Specialists and assigned support staff engaged in child support establishment and enforcement activities by securing delinquent and current family support payments; recommends personnel actions related to employee selection, advancement, transfer, and discipline; provides training to new employees and ongoing training to experienced workers; approves sick leave, vacations and time off; trains and evaluates employees; creates training and resource materials; provides employees with guidance and assistance; handles complex and/or sensitive cases.

Applies, interprets and explains federal, state and local codes, procedures, and rules which regulate family support activities; assigns and schedules case loads; ensures compliance with mandated timetables.

Ensures quality, efficiency, compliance and correct actions of work performed in the unit by reviewing cases for appropriateness and timeliness of actions taken, accuracy of computations, adherence to office policies and procedures; identifies problem areas, and sets up corrective measures.

Prepares and maintains employee performance records including job evaluations, training provided, progress made and attendance; maintains workload and statistical records; develops corrective action plans to enhance work performance; takes steps for disciplinary actions when necessary; prepares reports relating to the activities of the unit and to other matters; may occasionally perform duties of subordinate staff.

Participates in departmental committees to analyze departmental or unit needs; recommends changes in matters such as organization, work flow, policies, procedures, design or use of forms, and coordination with other divisions, departments and agencies; maintains workload and statistical records.

Implements and monitors department policies and procedures; develops/writes work policies and procedures specific to the needs of the unit; schedules work assignments and distributes work to ensure adequate coverage, equitable case loads, and flow of work; monitors work progress to meet mandated timetables; sees that employees are organized and use clerical support and work materials effectively; prepares reports relating to the activities of the unit and other matters.

Investigates and responds to complaints from state and local agencies and from clients regarding progress or decisions on specific cases; interviews complainants in person and on the telephone; resolves problems; attempts to calm upset or irate individuals; return cases to subordinates when appropriate.

Performs duties and assumes responsibilities for IV-D program related projects as assigned and necessary from the state and/or administration levels.

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:**

Child Support program goals, policies, and procedures.

Federal and state regulations and policies regarding family support.

Courtroom procedures; automated accounting practices related to family support.

Working knowledge of the principles and practices of supervision and training.

Collection and enforcement of family support payments and the establishment and enforcement of medical support.

Civil and criminal law, procedures and regulations, which pertain to the enforcement of family, support cases; legal terminology and legal forms and documents used to enforce support; methods and techniques used to effectively locate absent parents, relatives and related persons.

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.

Family support collection procedures and methods of collecting and adjusting delinquent accounts.

Legal terminology and legal forms, and documents used to enforce support.

Methods and techniques used to effectively locate absent parents, relatives and related persons.

Practices and techniques used in training staff.

Modern office practices and procedures.

Caseload management skills.

Financial record keeping procedures; modern office practices and procedures.

**Skill to:**

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

Drive a motor vehicle.

**Ability to:**

Analyze, interpret and maintain currency in laws, regulations and policies relating to child support.

Review and evaluate investigative reports.

Consult with department staff on matters related to investigation, legal procedures, and accounting practices.

Identify and analyze administrative problems and implement operational changes.

Collect and analyze data to establish/identify needs.

Apply federal, state or local laws, ordinances, codes, procedures and rules in order to secure current and delinquent family support payments and establishment of paternity.

Maintain confidentiality.

Coordinate work with attorneys; comply with court mandated due process standards.

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

Monitor family support payment records to ensure compliance with court orders.

Deal with stressful situations and potentially hostile people.

Prepare relevant legal documents.

Evaluate individual performance and program effectiveness; develop and implement procedures for new and existing program activities.

Plan, organize, and supervise work of technical staff engaged in child support operations; secure cooperation and teamwork among professional and/or support staff; organize and prioritize work assignments; train staff in procedures, techniques, and methods of establishing and enforcing court ordered child support.

Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds; compose correspondence independently; prepare narrative and statistical reports; effectively interview individuals in order to secure information required to effectuate the collection of child support payments; exercise tact, diplomacy, and flexibility.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

## **EXPERIENCE AND EDUCATION/TRAINING**

### **Experience:**

Three years of advance journey level experience as a Child Support Specialist (formerly titled Family Support Officer) in Solano County or similar class in another government agency with exposure to all phases of Child Support operations.

### **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.

Incumbents may be required to work outside normal business hours.

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

### **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). 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.

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Director of Human Resources

**Established Date:** November 2000

**Revised Date:** June 2002

**BOS Date:** June 30, 2003

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