



JOB DESCRIPTION

JOB TITLE:	Child Support Supervisor	FLSA:	Exempt
DEPARTMENT:	District Attorney	GRADE:	M1
REPORTS TO:	District Attorney	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for supervising child support staff and activities; performs difficult, technical or specialized support work in establishing and enforcing child support obligations, locating absent parents, and establishing paternity.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Plans, organizes, assigns, supervises, reviews and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff in work procedures; administers discipline as required.
- Provides input into the budget and goal setting processes.
- Develops, implements and monitors new and revised operational policies and work procedures; establishes and revises case management procedures.
- Monitors caseload of assigned staff and assigns work accordingly.
- Provides varied assistance to attorneys and ensures that court materials are correctly prepared and available on time.
- Monitors quality control of cases in process, identifies problems and recommends corrective action; ensures compliance with state and federal regulations.
- Analyzes and evaluates cases to determine action to be taken; processes complex or problem cases and conducts difficult or sensitive interviews.
- Serves as liaison between caseworkers, attorneys, other County departments and representatives of other agencies.
- Assures coverage of caseload in the absence or termination of employees; determines work schedules and authorizes leaves.
- Performs caseworker duties as required.
- Maintains current, updated department manuals of policies and procedures; maintains records and prepares periodic or special reports.
- Assists with the balancing of the financial transactions within the division.
- Contributes to the overall quality of the program's service goals by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.



CHILD SUPPORT SUPERVISOR

QUALIFICATIONS:

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.

Education and Experience:

High School diploma/GED; AND three (3) years of experience as a child support caseworker; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Laws, rules, regulations, procedures, documents and terminology related to child support activities.
- Principles, methods and techniques of effective interviewing, negotiating and case management.
- Methods, techniques and resources of locating persons and investigative research.
- Use of specified computer applications involving word processing, data entry and/or standard report generation.
- Business arithmetic.
- Applicable regulations, policies and statutes; office administrative practices and procedures.
- Business letter writing and the standard format for typed materials.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others; training others in policies and procedures related to the work.
- Reading, understanding, interpreting, applying and explaining technical laws and legal procedures.
- Performing accurate arithmetic calculations.
- Preparing clear and concise reports, correspondence and other written materials.
- Organizing own work, setting priorities and meeting critical deadlines.
- Analyzing information and situations and using sound independent judgment to make decisions and determine appropriate courses of action, including recommending legal actions.
- Organizing, managing and monitoring cases and maintaining accurate files, records and statistics.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



CHILD SUPPORT SUPERVISOR

Skill in: (continued)

- Using applicable legal office terminology, forms, documents and procedures in the course of the work.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- None

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.