

**DESCRIPTION:** Under limited supervision, supervises Child Support Enforcement staff who provide services to assist in obtaining and enforcing child support and medical support that is ordered by the court and collaborate among federal, State, and local governments in all 50 states and U.S. territories; performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the third classification level of three within the Child Support Enforcement class series (Worker, Operations Specialist, and Supervisor). Incumbents in this classification perform full supervisory functions including planning and directing work activities, evaluating performance, and recommending personnel actions such as hiring, promotions, and disciplinary actions.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, assigns, and directs the work activities of staff to facilitate the attainment of the unit's work goals and to ensure the consistent application of administrative, technical and program policies, procedures, and standards.

Confers with and advises staff to exchange information on and/or explain eligibility criteria, work policies, procedures, and standards, and to identify the characteristics and impact of work problems and formulate possible solutions.

Compares work performance and/or products of staff within established standards to determine and recommend personnel actions such as appointments, promotions, disciplinary actions grievance dispositions, status changes, and separations to agency management staff, to identify employee training needs, and to improve career advancement potential.

Reports on cases, client concerns, special problems or other matters to inform management staff of the current status of program activities.

Promotes community awareness of agency program activities/needs to develop community resources, to improve and expand intra-agency services, and/or to promote an understanding of the agency's role in the child support enforcement program.

Informs clients/applicants of program benefits, rights, and responsibilities and/or services available through other social/community service agencies to maximize client assistance, to ensure their understanding of benefits, rights and responsibilities, and to comply with federal, state, and agency requirements.

Attends training sessions, professional conferences, and other development activities to learn or improve job related knowledge and procedures, to obtain resource materials, and to exchange ideas and information.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the principles and techniques of supervision; work performance and other standards development; instruct staff in policies and procedures; child support enforcement policies, procedures, and programs; agency policies, procedures, and programs; federal and state laws pertinent to agency programs; agency forms and communication practices; federal and state laws and agency regulations, policies, and guidelines concerning confidentiality, release of client information, and child support enforcement.

Ability to: develop performance standards and apply to work related situations; plan and assign work of subordinate staff, coordinate case assignments and workloads, organize and maintain case records; interpret and apply agency guidelines covering the program and or individual case situations; communicate effectively with clients, co-workers, supervisors and other staff, courts and judicial system to exchange case information and discuss case assessments and decisions; determine compliance with agency guidelines concerning policies.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in a closely related area such as: social work; counseling/guidance; psychology; sociology; human development; mental health care; education; criminal justice; public or business administration; accounting; law enforcement; or English.

**AND**

One year experience leading, coordinating, directing, monitoring and/or supervising others within an eligibility/client service function/program in a public or private agency including responsibility for such duties as: employee selection, promotion, or evaluation; training; answering questions about policies and procedures; developing work schedules; assigning work loads, developing performance standards; or evaluating/reviewing work assignments and operations workflow.

**OR**

24 semester hours of post high school coursework in social work; counseling/guidance; psychology; sociology; human development; mental health care; education; criminal justice; public business administration; accounting; law enforcement; English or a closely related area.

**AND**

One year experience leading, coordinating, directing, monitoring and/or supervising others within an eligibility/client service function/program in a public or private agency, including responsibility for such duties as: employee selection, promotion, or evaluation; training; answering questions about policies and procedures; developing work schedules; assigning workloads, developing performance standards; or evaluating/reviewing work assignments and operations workflow.

**AND**

Two years of experience in eligibility determination for major Income Maintenance programs or child support services; in developing contacts with local community organizations and their resources and experience in other areas of social services delivery involving close contact with client/applicants OR experience in a judicial or law enforcement organization or credit and collections organizations involving close contact with clients/applicants in a decision-making role.

**LEGAL REQUIREMENTS:**

None

**SPECIAL NOTE**

Specific positions in this class may require employee to possess a valid driver's license or the ability to provide independent authorized transportation. May require overnight travel.

State agencies must evaluate each of their positions to determine their individual overtime eligibility status. FLSA regulations state positions cannot be exempted based on job title; rather the duties and responsibilities of each position must be evaluated by application of FLSA exemption criteria.