



TITLE: CHILD SUPPORT SUPERVISOR

FLSA: Non-Exempt

BOARD APPROVED:

BARGAINING UNIT: Misc.

DEFINITION

Under limited supervision, the Child Support Supervisor plans, organizes, and directs a unit of Child Support Specialists and related staff; works with higher level staff to determine staff development needs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Provides direct supervision to the Child Support Specialist series and other staff as assigned. Reports to the Child Support Program Manager.

CLASS CHARACTERISTICS

The Child Support Supervisor is the supervisory level in the Child Support Specialist series. Positions in this class differ from those in the class of Child Support Specialist IV in that the primary assignment is the supervision of staff. Positions in this class may also carry a limited caseload.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, prioritizes, and delegates cases and projects to a team of Child Support Specialists and support staff.
- Reviews, edits, and approves documents, forms, and correspondence.
- Researches, develops, and conducts group and/or one-on-one training for new and existing staff.
- Coaches/Counsels employees on work performance issues.
- Monitors and conducts regular reviews of child support cases to ensure compliance and accuracy; ensures child support cases are managed efficiently and effectively.
- Evaluates employee performance and effectively recommends measures to correct performance deficiencies.
- Participates with other supervisors and higher-level staff in determining staff development needs and identifying ways to meet such needs.
- Analyzes and evaluates the more complex and sensitive child support cases.
- Oversees use of technology and software systems for case management.
- Prepares or assists legal staff in preparing cases for civil or criminal prosecution.
- Picks up cases at any stage in the case process to assist coworkers in their caseload or cover for coworkers as necessary.
- Evaluates the effectiveness of child support programs and suggests improvements; Identifies and implements service improvements to enhance client satisfaction.

- Participates in hiring interviews and makes recommendations on the selection of new employees.
- Works closely with staff assigned to mentor inexperienced staff, coordinating and reviewing their training and development activities and needs.
- Implements and enforces policies and procedures related to child support services;
- Promotes and enforces high ethical standards within the team.
- Serves as point of contact for clients with escalated issues or complaints.
- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations
- Basic and effective investigative principles, research, techniques, and procedures to obtain information for child support cases
- Principles and practices of case management
- Family court procedures and legal documentation
- Legal terminology used when explaining legal procedures to customers or the public
- The structure and content of the English language including the meaning and spellings of words, rules of composition, and grammar
- Sources, methods, and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities
- Techniques and methods for establishing paternity
- Child support specific collection methods and techniques
- Basic supervisory principles and practices
- Methods to terminate or deescalate interactions with hostile individuals

Ability to:

- Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.
- Assist and train newly assigned staff.
- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use sound independent judgment to analyze factual information, situations, and people.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Prepare and process a variety of child support related legal documents in a clear and concise manner.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Effectively use computer and other resources to prepare and manage cases.
- Maintain the confidentiality of sensitive or personal information.

- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade
- Pattern 1: One (1) year of full-time experience performing duties comparable to those of a Child Support Specialist IV in a state or local government agency

OR

- Pattern 2: Two (2) years of full-time experience performing duties comparable to those of a Child Support Specialist III in a state or local government agency

OR

- Pattern 3: Four (4) years of full-time experience performing duties comparable to those of a Child Support Specialist II in a state or local government agency

License and Special Requirements:

- Possession of, or ability to obtain and maintain, a valid California driver's license and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. May be exposed to dust, scents and fumes. While establishing and enforcing child support orders, employees may interact with parents upset about their child support case. Employees may be asked to meet with incarcerated parents at the Tehama County Jail or the Day Reporting Center to solicit information regarding their child support case or to conduct genetic testing. Employees will assist staff in resolving conflict among co-workers and assist in diffusing upset customers.

**EQUAL OPPORTUNITY EMPLOYER/AMERICANS WITH DISABILITIES ACT
COMPLIANT/VETERANS' PREFERENCE POLICY/DRUG-FREE WORKPLACE**