

## CLASS SPECIFICATION



**CLASS:** Case Manager III  
**ALLOCATION:** Child Support Services  
**FLSA STATUS:** Non-Exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** July 2016

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### **JOB SUMMARY:**

Under general supervision, perform a wide variety of child support duties involving the more difficult and/or sensitive cases; assist child support attorney with case preparation; attend weekly court to assist child support attorney; review work of case managers and provide guidance to correct deficiencies; perform special assignments; and perform related work as assigned.

### **CLASS CHARACTERISTICS:**

This position reports directly to Deputy Director of Child Support Services and works closely with the Attorney. This class is distinguished from Supervising Case Manager in that the latter has day-to-day full supervision responsibilities for a division unit.

This is the advanced journey level in the child support case management series. This position is not flexibly staffed with Case Manager I/II classification.

Incumbents have discretionary ability to obtain highly confidential information from a wide variety of sources, which must be used for business purposes only. Misuse of such information is subject to criminal and civil action.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Assist or act as a primary resource to child support attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines; appear at fair hearings or court as a witness.
- Attend court each Friday to assist child support attorney; meet and confer with customers in court weekly; appear at fair hearings and court to obtain payments and to testify to financial or case matters as a witness.
- Participate in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action
- Prepare and process legal documents necessary for the establishment and enforcement of child support obligations; calculate child support using the guideline calculator.
- Provide guidance to case managers as a technical expert; may review case manager work to ensure compliance with established procedures and provide direction as a lead work toward achieving compliance including redirecting immediate priorities.
- Review cases for quality control, audit and/or training purposes.
- Research, develop and conduct group and/or one-on-one training for new and existing staff related to established case processing procedures.
- Analyze and evaluate the most complex and sensitive cases.
- Perform specialized assignments or projects as determined by the needs of the Department.
- Conduct and follow through on a variety of special projects, which may involve research, summarization of information and recommendations and the direction of staff on a project basis.
- Perform the full range of case management duties.
- Build and maintain positive working relationships with co-workers, other County employees, external agencies and the public using principles of good customer service.
- Adhere to the standards to the Privacy Act of 1974, {U.S.C. SS 552 A} as amended; maintain and enforce all aspects of confidentiality of client information.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Use standard office equipment, including a computer, in the course of the work; may be required to drive a personal or County-owned motor vehicle to attend meetings and visit work sites.

- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer and/or media relations.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Civil and criminal law, and federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Rules, regulations, procedures, documents and terminology related to family law and child support activities.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.
- Court proceedings related to child support matters.
- Effective investigative principles, research, techniques, and procedures to obtain information for child support cases.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income and liabilities.
- Fiscal records and bookkeeping.
- Techniques and methods for establishing paternity.
- Specific computer applications related to the work.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the phone, often where relations may be confrontations or strained.

#### **Skill in:**

- Reading, understanding, interpreting, applying and explaining laws and legal procedures.
- Researching, analyzing and applying legal information to determine appropriate course of action, including working closely with child support attorneys.
- Compiling multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Planning, organizing and prioritizing the work of others in order to meet critical deadlines on multiple tasks.
- Planning, directing and reviewing the work of others on a project or day-to-day basis.
- Preparing and assembling necessary documents for court action, including drafting legal documents.
- Using initiative and sound independent judgment within established procedural guidelines.
- Organizing work and setting priorities in order to meet critical deadlines with minimal direction.
- Effective use of computer and other resources to prepare and manage cases.
- Understanding financial records such as tax records, income and expense reports, and employer earnings records in order to use the guideline calculator to establish child support orders and determine child support payment obligations.
- Using effective interviewing techniques to interview a wide variety of people, over the phone or in person.
- Maintaining accurate files, records and statistics.

#### **Ability to:**

- Maintain the confidentiality of sensitive or personal information.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.
- Provide lead direction over assigned staff; effectively train staff.
- Confer effectively with child support attorneys and defendants regarding support arrangement settlements.
- Communicate clearly, concisely, competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative,

- unreasonable, angry, upset or hostile.
- Be flexible and supportive of change.
- Promote harmony, good morale, establish rapport and maintain effective working relationships with coworkers, attorneys, court personnel, other agencies and the public.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Ability to drive a motor vehicle to various work sites.
- Strength to occasionally lift materials weighing up to 25 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Typically an office and courtroom environment.
- May work in potentially violent, offensive or highly charged emotional environments.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- A valid typing certificate as proof of typing skills at a rate of 35 net words per minute.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from high school and two (2) years experience equivalent to the County's class of Case Manager II.

**PREFERRED:** In addition to the minimum, equivalent of two (2) years (60 semester units) of college from an accredited college or university with major coursework in administration of justice, human services, behavioral or social sciences or a closely related field and additional years of experience performing legal research and document preparation relating to Child Support laws.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Dept Approval:  
Date:

EEOC: E  
WC: 8810.1

Human Resources Approval: Analyst  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_