



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

Est. 2001; Revised 2015  
Revised and Re-titled 2019

**JOB SUMMARY:**

Under general supervision, plans, prioritizes, assigns, trains, reviews and evaluates the work of a unit of Child Support Case Managers performing child support establishment and enforcement duties; ensures compliance with court mandated due process standards, state and federal regulations and guidelines; is responsible for the most highly confidential/sensitive cases; performs related duties as assigned.

The Case Manager Supervisor is the full supervisory level in the Child Support Case Management series.

**CLASS CHARACTERISTICS:**

Incumbents spend the majority of their time performing duties directly related to staff supervision, training, work review, and performance evaluations of assigned employees. Incumbents are also responsible for researching difficult cases, ensuring compliance with court orders, preparing court cases, preparing and conducting audits, and performing the most difficult and complex duties requiring a higher level of research, analysis, independent judgment, decision making and consequence of error. In performing duties incumbents work closely with other units in Child Support Services, including administration and accounting, legal case preparation, attorneys, and customer relations.

This position reports to the Director or Deputy Director of Child Support Services who is responsible for all administrative affairs in the department. The Supervisory class is further distinguished from the next lower class of Case Manager III in the Child Support Case Management series, in that the latter primarily performs duties focused on assisting the child support attorney with child support case preparation and court appearances. Incumbents in this Supervisory classification 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:**

**Staff Supervision and Training**

- Plans, prioritizes, assigns, reviews and evaluates the work of a unit of Case Managers on a daily basis
- Develops and provides training in work procedures to assigned staff; mentors staff, and evaluates job performance
- Prepares documents for performance evaluations, disciplinary actions and other personnel matters; counsels employees as required
- Develops and monitors Performance Improvement Plans with employees as necessary
- Ensures accuracy of work
- Develops 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 work flow; monitors work progress to meet mandated timetables and effective use of other staff, materials and equipment
- Interprets policies, procedures and regulations for complex case work and directs staff in the handling of such cases; answers questions and provides technical expertise, guidance, and direction to staff
- Ensures compliance with court mandated due process standards, state and federal regulations and guidelines
- Reviews changes to the State rules and regulations for impact to County procedures and recommends and writes departmental procedural changes; advises and trains staff as to procedural changes
- Trains, assigns and reviews the work of support staff; reviews work for quality standards; develops and implements procedures to increase efficiency
- Ensures sensitive documents are kept confidential and staff abides by regulations regarding confidential and sensitive information

## FINAL DRAFT

### **Child Support Establishment**

- Monitors Intake, case referrals, and case opening+
- Ensures information obtained during input and opening a child support case is accurate and data input is correct
- Works with case managers to provide methods of establishing child support orders, including guidelines for child support calculations, reviewing documents provided by customers, employers and other agencies
- Oversees scheduling for genetic testing to establish parentage and may perform genetic swab test of customer as necessary
- May perform genetic swab test of customer as necessary to establish parentage
- May occasionally perform the duties of subordinate staff in their absence, or as the situation demands

### **Child Support Enforcement**

- Coaches staff on collection techniques and tools to increase collections for families
- Accesses highly confidential information as necessary to ensure compliance with court orders
- Prepares action requests for a variety of legal actions
- Coaches and develops staff on enforcement techniques to ensure compliance with court orders such as license suspensions, bank levies, unemployment and disability intercepts, worker's compensation and insurance liens
- Works collaboratively with child support attorneys in the preparation of court cases to assure compliance with court mandated procedures
- Decides when it is appropriate to submit or release liens for professional licenses, property, worker's comp claims, personal injury claims, bank accounts and passports of individuals who have a delinquent child support case
- Testifies in court as necessary

### **Quality Control**

- Completes annually a Compliance Review of up to 250 cases to ensure that state and federal time frames are met by staff for establishment, enforcement and case closure
- Completes quarterly Data Reliability Reviews of 30 randomly selected cases to determine if the system is correctly reporting statistical data
- Reviews, on a continuous basis selected cases for completeness, legibility, accuracy of computations, timelines, availability of verification materials, consideration of relevant eligibility facts, adherence to regulations, and appropriateness of action taken; identifies problem areas and make or arrange for necessary corrections.
- Prepares, reviews, explains complex financial data through audits; may request and/or give final approval for audits
- Reviews audits with staff, customers, courts and other agencies as required
- Ensures data integrity for all cases

### **Complex/Confidential Case Load**

- Personally handles the most complex and/or sensitive and high profile cases
- Performs extensive research which may include multiple cases in multiple states across the country
- Analyzes documents and complex information to determine actual facts of a case

### **Oral and Written Communication/Interpersonal Skills**

- Responds to difficult questions from staff, clients and attorneys
- Communicates in person, by telephone, or in writing with petitioners, respondents, out-of-state agencies and local businesses to obtain and provide information
- Develops and maintains contacts with other departments and agencies to obtain and provide information
- Participates in public outreach efforts including making presentations before various groups
- Promotes good morale and cooperative work relations with subordinates and other departmental staff
- Resolves issues and complaints of customers; deals with irate, disruptive and emotional customers when issues cannot be resolved by the Case Manager
- Builds and maintains positive working relationships with co-workers, other County departments and employees
- Composes correspondence to request additional documentation
- Develops and maintains contacts with other departments and agencies to obtain and provide information

## FINAL DRAFT

- Interacts with individuals from various socio-economic, cultural, behavioral, and environmental settings, in person and over the telephone, occasionally where interactions may be confrontational or strained

### **Administrative**

- Uses a computer system to manage cases, accurately maintain case records, workload and statistical records; prepares a variety of reports relating to the activities of the unit and other matters
- Prepares correspondence, reports, forms and specialized documents related to the assessment process
- Maintains current records, logs, files and statistical information pertaining to documents processed
- Participates in departmental meetings to analyze department and unit needs; recommends changes in matters such as organization, workflow, policies, procedures or use of forms
- Maintains and directs the maintenance of a variety of automated and hard copy files

### **Important Duties:**

- Adhere to the standards of the Privacy act of 1974 (U.S.C. SS 552 A) as amended, Family Code Section 17212, IRS Publication 1075, HIPAA, et al; maintain and enforce all aspects of confidentiality of client information
- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, Fair Hearing Officer and/or media relations
- 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; drive a County or personal motor vehicle as necessitated by work assigned

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

#### **Supervision and Training**

- Principles and practices of employee supervision, including selection, planning and assigning work, performance review and evaluation, and employee training and discipline
- Applicable federal, state and local laws, codes, regulations and standards governing child support operations
- County and Child Support Services policies, procedures and protocols
- Legal terminology and forms associated with the collection of child support payments
- Principles and practices of project and case management including work planning, direction, quality control and record maintenance

#### **Child Support Establishment**

- Principles and techniques to effectively interview people to obtain necessary information
- Investigative techniques and practices
- Methods of establishing child support orders including child support calculations and reviewing relevant documents
- Methods and techniques to locate people relevant to a case such as a non-custodial parent

#### **Child Support Enforcement**

- Enforcement techniques to ensure compliance with delinquent child support cases
- Legal terminology and case preparation for compliance with court mandated procedures

#### **Quality Control**

- Methods of ensuring accuracy of financial computations and verification of documents and information used to determine child support obligations
- Methods of preparing and conducting audits

#### **Complex/Confidential Case Load**

- Techniques for performing extensive research requiring analysis of complex information from various sources
- Legal requirements for handling sensitive and highly confidential information

## FINAL DRAFT

### **Oral and Written Communication/Interpersonal skills**

- Techniques for dealing with the public, in person and over the telephone
- Preparation of clear, complete, accurate and concise notes, reports, correspondence and other written materials in a timely manner

### **Administrative**

- Information systems and equipment used in child support collection and enforcement.
- Financial record keeping principles and practices
- Standard office practices and procedures, including filing, the operation of standard office equipment and computer applications related to the work

### **Skill in/Ability to:**

#### **Staff Supervision and Training**

- Planning, organizing, supervising, reviewing, assessing and evaluating the work of others including delegating tasks and authority as appropriate
- Evaluating and developing procedures, standards and methods for child support casework
- Interpreting local, state and federal laws and regulations and applying them to County operations
- Reading, understanding, interpreting, explaining, applying and training others in technical policies and procedures related to the work
- Organizing own work, maintaining accurate files, assessing and prioritizing multiple tasks, projects and demands and meeting critical deadlines
- Adapting to changing priorities and requirements
- Exercising sound independent judgment and initiative within established policy and procedural guidelines
- Analyzing and interpreting written, financial information and verbal data from various sources
- Operating a computer utilizing a variety of business software
- Establishing and maintaining effective working relations with co-workers, subordinate staff, other county employees and representatives from other local, state and federal agencies
- Preparing and presenting training materials

#### **Child Support Establishment**

- Research records, investigate, locate people and information relevant to the case
- Effectively interview people to obtain necessary information
- Interpret and understand complex case documents and situations

#### **Child Support Enforcement**

- Explain and apply specific codes, laws, ordinances, legal documents and technical terminology
- Follow and verify complex legal descriptions
- Access and properly use highly confidential documents and information
- Make difficult decisions to ensure compliance with delinquent support cases
- Prepare court documents and testify in court if necessary

#### **Quality Control**

- Search source documents to resolve problems and errors
- Perform mathematical computations
- Prepare and conduct audits

#### **Complex/Confidential Case Load**

- Analyze information, resolve situations and make decisions
- Recommend legal actions using sound independent judgment
- Exercise initiative and ingenuity to solve difficult problems

### **Oral and Written Communication/Interpersonal Skills**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification
- Effectively communicate verbally and in writing
- Use patience, tact and courtesy

## FINAL DRAFT

- Effectively interact with individuals from various socio-economic, cultural, behavioral, and environmental settings, in person and over the telephone, occasionally where interactions may be confrontational or strained
- Establish and maintain effective working relationships with those encountered during performance of assigned duties
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience
- Effectively use interpersonal skills in a tactful, patient and courteous manner
- Prepare clear, complete, accurate and concise notes, reports, correspondence and other written materials in a timely manner

### **Administrative**

- Use applicable legal office terminology, forms, documents and procedures related to the work
- Use of specified computer applications involving word processing, data entry and/or standard report generation
- Business letter writing and the standard format for typed materials
- Business arithmetic
- Record keeping principles and practices
- Correct business English, including spelling, grammar and punctuation
- Standard office practices and procedures and use of standard office equipment

**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 functions 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.
- Stamina to remain seated, stand and/or retain concentration for an extended period of time.
- Mobility to drive a motor vehicle to attend meetings.

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

### **Work Environment:**

- Generally a typical office environment
- May be required to travel for meetings or conferences outside of normal business hours
- 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; and maintain throughout employment

### **Special Requirements:**

- May be required to work a flexible shift including evening and weekend hours
- Must successfully complete a background investigation which includes a Live Scan fingerprinting prior to hire
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109

FINAL DRAFT

**Education and Experience:**

**MINIMUM:** Associate's Degree from an accredited college/institution with course work in a related field and three years of progressively responsible experience establishing, processing and enforcing child support obligations in accordance with laws, codes and regulations  
*Candidates with strong experience who lack the degree are encouraged to apply.*

**PREFERRED:** In addition to the minimum, a Bachelor's Degree from an accredited college/institution with course work in a related field and additional years of experience equivalent to the County's class of Case Manager II

**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: F  
WC: 8810

Human Resources Approval:  
Date:

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

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