



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

Established: December 2001
Revised and Re-titled: July 2023

JOB SUMMARY:

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

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, administering assigned programs, and performing the most difficult and complex duties requiring a higher level of research, analysis, independent judgment, decision making and consequence of error while ensuring compliance with mandates. 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 is the full supervisory level in the child support case management series and reports to the 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 Senior Child Support Specialist 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:

- Plans, prioritizes, assigns, trains, and reviews the work of assigned staff on a daily basis; organizes work, sets priorities and follows up to ensure timely completion; evaluates staff's job performance and prepares documents for performance evaluations, disciplinary actions and other personnel matters; counsels employees as required.
- Develops work policies and procedures specific to the needs of the unit; schedules work assignments and distributes work to ensure adequate coverage, equitable caseloads and workflow; 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.
- Ensures sensitive documents are kept confidential and staff abides by regulations regarding confidential and sensitive information.

- 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 Child Support Specialists to provide methods of establishing child support orders, including guidelines for child support calculations, reviewing documents provided by customers, employers and other agencies.
- Accesses highly confidential information as necessary to ensure compliance with court orders.
- Prepares action requests for a variety of legal actions.
- 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.
- Completes a variety of compliance reports, ensuring that state and federal time frames are met by staff for establishment, enforcement, and case closure.
- Reviews 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.
- Personally, handles the most complex and/or sensitive and high profile cases, including those that cross over multiple states and covers for Child Support Specialists as needed.
- Receives and responds to the more difficult questions from staff, clients, and attorneys.
- Disseminates information on the rights of customers served by the child support program and the services provided by the Office.
- Serves as Ombudsperson by receiving, investigating, and attempting to resolve complaints made by customers of the local child support program related to their case or services provided.
- Decides, in his/her discretion, whether to investigate a complaint, or refer complaints to another function within the local child support program, or another agency for investigation and response.
- Serves as Civil Rights Complaint Investigator as necessary.
- Communicates status of complaint, such as acceptance or rejection, status, requirements, and final outcome.
- Develops and implements community outreach and education materials and participates in events to educate the community about the services provided by the Department of Child Support.
- Develops and maintains relations with local governmental agencies, business agencies, community organizations, faith based organizations and schools.
- Oversees and implements the Debt Reduction Program including the development of training guidelines, tracking and review of applications, development of agreements, and education of customers.
- Oversees and implements the Voluntary Declaration of Parentage Program including monitoring of error/invalid reports, review of invoices received from birthing centers, serving as liaison with State agency, and maintaining required records.
- Serves as subject matter expert and liaison with County Health and Human Services as it relates to interface of software systems between departments; processes service requests and provides training to staff.
- Supports Child Support Specialists by opening all new and reopens closed child support cases, ensuring information and data input is accurate and complete; assists in location searches and schedules intake meetings.
- 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.
- Promotes good morale and cooperative work relations with subordinates and other departmental staff
- Builds and maintains positive working relationships with co-workers, other County departments and employees.
- Composes correspondence to request additional documentation.
- Adheres 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 Duties:

- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, Fair Hearing Officer and/or media relations.
- Complies with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Uses standard office equipment, including a computer, in the course of the work; drive a County or personal motor vehicle as necessitated by work assigned.
- May be required to drive a personal or County-owned motor vehicle.

EMPLOYMENT STANDARDS:

Knowledge of:

- 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.
- Principles and practices of project and case management including work planning, direction, quality control and record maintenance.
- Principles and techniques to effectively interview people to obtain necessary information.
- Investigative techniques and practices.
- Methods of establishing and enforcing child support orders including child support calculations and reviewing relevant documents.
- Legal terminology and case preparation for compliance with court mandated procedures.
- Methods of preparing and conducting audits.
- Techniques for performing extensive research requiring analysis of complex information from various sources.
- Legal requirements for handling sensitive and highly confidential information.
- Applicable legal office terminology, forms, documents, and procedures related to the work.
- Business letter writing and the standard format for typed materials.
- Business arithmetic.
- Correct business English, including spelling, grammar, and punctuation.
- Preparation of clear, complete, accurate and concise notes, reports, correspondence, and other written materials in a timely manner.
- 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.
- 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, 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.
- 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.
- 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.
- Effectively using computers 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:

- Plan, organize, supervise, review, assess and evaluate the work of others including delegating tasks and authority as appropriate.
- Evaluate and develop procedures, standards, and methods for child support casework.
- Interpret local, state, and federal laws and regulations and apply them to County operations.
- Exercise sound independent judgment and initiative within established policy and procedural guidelines.
- Analyze and interpret written, financial information and verbal data from various sources.
- Operate computer utilizing a variety of business software.
- Establish and maintain effective working relations with co-workers, subordinate staff, other county employees and representatives from other local, state and federal agencies.
- Prepare and present training materials.
- 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.
- 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.
- Search source documents to resolve problems and errors.
- Perform mathematical computations.
- Prepare and conduct audits.
- Analyze information, resolve situations and make decisions.
- Recommend legal actions using sound independent judgment.
- Exercise initiative and ingenuity to solve difficult problems.
- 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.
- 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.

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

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 Child Support Specialist 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:

Human Resources Approval:
Date:

Signature: _____

Signature: _____

EEOC: F
WC: 8810

Established: December 2001
Revised: April 2015; May 2019