



JOB DESCRIPTION

JOB TITLE:	Child Support Caseworker	FLSA:	Non-Exempt
DEPARTMENT:	District Attorney	GRADE:	A2
REPORTS TO:	Child Support Supervisor	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for performing a variety of duties involved in establishing and enforcing child support obligations, locating absent parents and establishing paternity.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Inputs and assesses child support applications.
- Determines if paternity needs to be established and provides for genetic testing.
- Interviews involved parties to confirm facts, verify data, and locate persons and financial assets.
- Reviews financial assets to determine ability to pay child support.
- Discusses, negotiates and establishes child support amount and arrears payments.
- Examines cases and recommends modifications on existing child support obligations when needed.
- Executes collection calls, written and/or in-person interactions to solicit child support payments and/or set-up repayment plans on overdue accounts; provides advice on debt repayment policies and default consequences including license suspensions.
- Monitors compliance with court orders.
- Works in collaboration with local, state and federal departments to obtain documentary evidence and other sensitive information.
- Communicates in person, by telephone, or in writing with customers, out-of-state agencies, attorneys and local businesses to obtain and provide information.
- Assesses customer needs, providing information on their accounts and/or referring them to in-house specialized services and/or community services offered by partnering agencies.
- Explains family support laws and regulations and assists customers in completing forms.
- Processes legal documents such as summons, bench warrants, wage attachments, liens, default judgments, complaints, motions and orders and prepares materials for trial, conferences, findings of fact and conclusions of law according to an attorney's directions.
- Confers with and assists family support attorneys.
- Uses multiple computer programs at once to research, provide information, manage and update electronic case files; reviews and ensures quality control of inputted information and data for accuracy and administers audits as and when required.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



CHILD SUPPORT CASEWORKER

ESSENTIAL FUNCTIONS: (continued)

- Creates reports, correspondence and other written materials.
- Files documents, letters and related materials.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School diploma/GED; AND two (2) years of administrative support experience; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills

Knowledge of:

- Laws, rules, regulations, procedures, documents and terminology related to child support activities.
- Principles, methods and techniques of effective interviewing, negotiating and case management.
- Methods, techniques and resources of locating persons and investigative research.
- Use of specified computer applications involving word processing, data entry and/or standard report generation.
- Business arithmetic.
- Applicable regulations, policies and statutes; office administrative practices and procedures.
- Business letter writing and the standard format for typed materials.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.



CHILD SUPPORT CASEWORKER

Skill in:

- Reading, understanding, interpreting, applying and explaining technical laws and legal procedures.
- Performing accurate arithmetic calculations.
- Preparing clear and concise reports, correspondence and other written materials.
- Organizing own work, setting priorities and meeting critical deadlines.
- Analyzing information and situations and using sound independent judgment to make decisions and determine appropriate courses of action, including recommending legal actions.
- Organizing, managing and monitoring cases and maintaining accurate files, records and statistics.
- Using applicable legal office terminology, forms, documents and procedures in the course of the work.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- None

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.