

CHILD SUPPORT SUPERVISOR IV

This class recognizes supervision of the single largest urban Child Support Enforcement Program in the state. The program is multi-county in scope and involves highly complex and formal judicial and law enforcement systems. The work is distinguished from the Supervisor III in such areas as independence of action in reporting to the regional director, sophistication of the court and law enforcement systems, staffing of several unit supervisors with large units, and large number of clients and staff. The rapidly developing program, need for facility planning, and supervisory responsibilities require a considerable amount of projection, negotiation, and administrative work beyond the technical confines of the program.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Plans work operations, sets priorities and deadlines, establishes goals for IV-D program, delegates internal unit planning and organizing to unit supervisors; recommends and justifies capital improvements and advises builders and architects of specific agency needs.

Organizing and Directing - Determines volume and nature of work to be performed by various units; delegates authority to organize and direct internally to unit supervisor; makes overall changes in organization, procedures, and methods within state policies and regulations.

Budgeting - Projects budget estimates for regional director; assesses and justifies agency needs; delegates monitoring of expenditures to unit supervisors.

Training - Provides administrative, technical, and supervisory skills training to unit supervisors; assesses agency-wide training needs with unit supervisors; designs training materials; coordinates with state IV-D training services.

Setting Work Standards - Establishes, develops, and revises work standards for the program and monitors overall compliance through unit supervisors.

Reviewing Work - Reviews program accomplishments with unit supervisors; determines internal procedures needed to achieve overall program mission; reviews new policies and procedures with unit supervisors.

Counseling and Disciplining - Counsels supervisory staff regarding grievance policy, acts as second level in formal actions; confers with regional director.

Performing Other Personnel Functions - Interviews and selects supervisory staff; confers with unit supervisors on staff selections; appraises work of supervisors; approves recommended promotions; recommends salary adjustments and merit increments to regional director.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - The judicial and law enforcement systems are highly formalized and complex; community network is complex and urbanized; work is continually affected by changes in legal interpretations and decisions; court procedures vary from county to county; federal regulations are shifting and require considerable adaptation; work methods are relatively stable.

Variety of Work Supervised - Employees are administratively and technically responsible for professional agents, supervisory staff, and office support staff involved with range of intake, location, enforcement, and legal activities.

Number of Employees Responsible For - 25 professionals.

III. EXTENT OF SUPERVISION RECEIVED: Periodic conferences with regional director regarding major technical or administrative concerns.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - One shift.

Fluctuating Work Force - Basically stable.

Physical Dispersion of Employees - Same location.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of Child Support Enforcement Program, related legal procedures, judicial operations, office management practices and procedures and supervisory practices and management techniques. Skill in interviewing clients, investigating, and analyzing case variables. Ability to organize and summarize case information. Ability to represent program in oral and written form. Ability to plan, direct, monitor, and develop the program.

Minimum Education and Experience - Graduation from high school plus seven years of experience in investigative, judiciary, eligibility, attorney's office, or related work which provides the knowledge, skills and abilities needed to perform the work, including two years of IV-D experience and two years of supervisory experience; or four-year degree plus three years of experience in the Child Support Enforcement Program; or associate of arts degree in business, human resources, law enforcement or closely related field and five years of experience in investigative, judiciary, eligibility, attorney's office, or related work, including two years of IV-D experience.