

LEAD CHILD SUPPORT AGENT

Work in this class involves leading a small staff or coordinating a small program alone in the Child Support Enforcement (IV-D) Program. In addition to the lead worker responsibility, employees are involved in establishment of voluntary and involuntary paternity and support, and enforcement. Work in this class can be distinguished from the agent II by 25% of the time being spent in training, assigning and reviewing the work of a small staff or 25% in office management and program coordination. Employees will participate in or coordinate the in-depth investigation and preparation of cases for courtroom. Employees receive supervision from a unit supervisor, assistant director of the Child Support Enforcement Program, or other supervisor who handles administrative matters such as hiring, performance appraisals and budgeting.

I. DIFFICULTY OF WORK:

Variety and Scope - Lead worker functions include staff orientation and training, assigning work, and advising staff on problems in the establishment of voluntary and involuntary support and/or obligation and enforcement of court orders. An agent working alone in a program is responsible for office and records management, coordination with the Regional IV-D Consultant, staying abreast of program and applicable legal changes and modifying the program to fit these changes, and working closely with the attorney. In either role, the employee will perform the duties of an Agent II approximately 75% of the time.

Intricacy - Trains and advises staff on problems and methods of: the investigation and preparation of cases (for the attorney) and determining the course of action, tracking witnesses and preparing them for testimony, assisting the attorney in the courtroom in presenting the case and reviewing evidence, negotiating agreement with the absent parent, and testifying in court as required, monitoring court-ordered payments and determining what action to take when the absent parent is in arrearages negotiate out of court, take to court, wage garnishments. Work at this level requires that the employee be able to establish, adjust, and modify work procedures according to program and legal standards.

Subject Matter Complexity - Work requires thorough knowledge of the Child Support Enforcement Program and procedures, applicable legal procedures, and general knowledge of office management practices and procedures.

Guidelines - These include the Child Support Enforcement manual (state and/or local), office procedural guidelines, the applicable N.C. General Statutes, and other reference manuals:

II. RESPONSIBILITY:

Nature of Instructions - Employees function independently in all areas, and in deciding how staff will pursue individual cases, but confers with supervisors on major issues of grievances, equipment needs policy problems, and difficulties with the judicial system.

Nature of Review - Work is reviewed at the time a case is in court by the attorney and judge.

Scope of Decisions - Employees' work directly affects the subordinate staff and their work in client and absent parent in establishing paternity and support, and the children of these parents. The work also affects the general public since support obligations pay back the tax fund used to pay Public assistance.

Consequence of Decisions - In determining the course of action or in advising staff on difficult or unusual cases decisions could result in the wrong absent parent/ defendant being taken to court, and the threat of a law suit. If a case is not properly prepared or information is incorrect, there is the potential for waste of court and administrative time, reduced support state and collection, and credibility problems. The children involved in cases may be determined eligible for state and federal benefits.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - May initiate contacts with or intervene in staff work with clients, absent parents, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, private attorneys, and location resources.

Nature and Purpose - To assist with or problem-solve in gathering information necessary to locate absent parents to establish paternity and support, and determining the course of action of a case. Will assist with or advise on methods of motivating and negotiating with a client or absent parent to be truthful regarding the establishment of paternity and support. An agent may also plan and negotiate work procedures with work associates.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in an office setting.

Hazards - Employees have frequent contact with hostile clients and absent parents, some who are potentially dangerous.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Thorough knowledge of the Child Support Enforcement Program and applicable legal procedures; considerable ability to interview clients, absent parents and related sources, and to investigate cases; considerable ability to organize, analyze, and summarize case information; basic math skills; ability to establish and maintain effective working relationships with agents, clients and absent parents, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys; ability to orient, train, review work of agents.

Minimum Education and Experience - Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; and one year in IV-D; or an associate degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work and one year in IV-D; or a four year degree and one year in IV-D or an equivalent combination of education and experience.