

CHILD SUPPORT SUPERVISOR I

Positions in this class direct a small Child Support Enforcement Program, or may supervise a larger specialized unit, or serve as Assistant Director of a large program. Work involves planning, organizing, directing, evaluating the program, supervising administratively and technically the agents and clerical support staff. Employees may be involved with some direct enforcement work on the more difficult or controversial cases, but the majority of duties are supervisory and administrative. Employees resolve concerns and establish policies and procedures with the local judicial and law enforcement system.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Unit supervisor plans work operations, priorities, and goals within unit to support agency-wide IV-D goals; unit supervisor recommends on space, equipment, resources needs to IV-D Program Director; small agency supervisor plans work operations for IV-D program, coordinates work flow between units, coordinates activities between clerks of court, district attorneys, judges, agency attorney, and law enforcement personnel.

Organizing and Directing - Assigns and balances workload within unit or small agency: Develops procedures to improve efficiency makes organizational changes in unit or small agency.

Budgeting - Monitors expenditures for legal services, blood test, and collections; recommends on equipment and supply needs to supervisor, to agency director, or IV-D Program Director.

Training - Provides orientation and training to staff: advisee staff on all changes in program, policy, or unit structure during weekly conferences; provides training and coordinates with state IV-D training services.

Setting Work Standards - Reviews established manuals, statutes, regulations with staff and explains new policies and procedures; establish guidelines for the unit or a small program in accordance with overall agency standards and goals.

Reviewing Work - Meets with staff individually or in groups on a regular basis, discuss work flow, caseloads, policy changes, work methods, accomplishments; monitors quality and quantity of work: assists with unusual or difficult cases by interviewing uncooperative clients and hostile absent parents.

Counseling and Disciplining - Counsels staff regarding grievance policy; may reprimand; acts as first line supervisor in formal actions.

Performing Other Personnel Functions - Evaluates staff performance: recommends to county director, IV-D director, or regional consultant on merit raises, appraisals, promotions, reassignments, salary adjustments or dismissals; interviews applicants and confers with higher level manager.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - 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 and clerical support staff involved with range of intake, location, enforcement, and legal activities.

Number of Employees - Large specialized unit - 8 to 10 professionals; small county program - 3 to 6 professionals.

III. EXTENT OF SUPERVISION RECEIVED: Consults with supervisor on difficult case situations, problems with judicial or law enforcement system, changes in methods or procedures.

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, and office management practices and procedures. Working knowledge of supervisory practices and management techniques. Skill in interviewing, investigating, analyzing case variables. Ability to organize and summarize case information: ability to represent program in oral and written form.

Minimum Education and Experience - Graduation from high school plus four and one half 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 one year of IV-D experience: or four year degree plus one and one half 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 two and one half years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one year of IV-D experience.