

## CHILD SUPPORT SUPERVISOR III

Positions in this class direct a large Child Support Enforcement Program in an urban county or major multi-county state program. The judicial and law enforcement systems are more formalized and complex than noted in the Supervisor II class. Employees provide administrative and technical supervision to the assistant supervisor or lead workers. More independent management is recognized at this level. Employees resolve-major concerns with the local judicial and law enforcement system, provide community information, and focus more on longer range planning and innovation.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Plans general goals and objectives for IV- D program and delegates specific objectives and workloads to assistant supervisor or lead workers; negotiates personnel and space needs with agency director; enforcement strategies range from two to six months while office management and automated systems planning ranges from two to five years.

Organizing and Directing - Organizes work, designs work methods, sets program emphasis, sets priorities; assigns and adjusts caseloads; coordinates activities with judicial system, law enforcement, state IV-D staff.

Budgeting - Monitors expenditures and projects future budgetary needs for regional consultant or agency director.

Training - Determines overall training emphasis and monitors training provided by lead workers or supervisor; designs training materials; coordinates with state IV-D training services.

Setting Work Standards - Establishes; develops, and revises work standards for the program with assistant supervisor or lead workers; reviews new policies and procedures with unit supervisors.

Reviewing Work - Reviews program accomplishments with assistant supervisor or lead workers; determines internal procedures needed to achieve overall program mission.

Counseling and Disciplining - Counsels staff regarding grievance policy; may reprimand; reviews problems with subordinate supervisors and advises; confers with agency director or regional consultant on formal actions.

Performing Other Personnel Functions - Evaluates staff performance with assistant supervisor or, lead workers; recommends to county director or regional consultant on merit raises, appraisals, promotions, salary adjustments, or dismissals; interviews applicants and confers with county director or regional consultant on hiring; keeps supervisor advised of internal staff reassignments.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - The court and law enforcement systems are more formalized and complex at this level; 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 or lead staff and clerical support staff involved with range of intake, location, enforcement, and legal activities.

Number of Employees Responsible For - 9-14 professionals.

III. EXTENT OF SUPERVISION RECEIVED: Periodic conferences with county director and regional consultant 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 six 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 two 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 four years of experience in investigative, judiciary, eligibility, attorney's office, or related work, including two years of IV-D experience.