Child Support Supervisor

Class Code:
CSSupv - MSS

Bargaining Unit:

CALHR
Established Date: Jun 7, 2002
Revision Date: Apr 1, 2014

CLASS DEFINITION AND DESCRIPTION:

Under limited supervision, the Child Support Supervisor plans, organizes, and directs a unit of Child Support Specialists and related staff; works with higher level staff to determine staff development needs; and performs related work as required.

Positions in this class differ from those in the class of Child Support Specialist III in that their primary assignment is the supervision of staff. Positions in this class may also carry a limited caseload.

TYPICAL DUTIES, EMPLOYMENT STANDARDS AND KSAS:

Duties may include, but are not limited to, the following:

- Plans, prioritizes, and delegates cases and projects to a team of Child Support Specialists and support staff.
- Reviews the quantity and quality of work performed by assigned staff on a day-to- day basis.
- Researches, develops, and conducts group and/or one-on-one training for new and existing staff.
- Coaches/Counsels employees on work performance issues.
- Monitors and reviews casework of line staff.
- Evaluates employee performance and effectively recommends measures to correct performance deficiencies.
- Participates with other supervisors and higher-level staff in determining staff development needs and identifying ways to meet such needs.
- Analyzes and evaluates the more complex and sensitive child support cases.
- Prepares or assists legal staff in preparing cases for civil or criminal prosecution.
- Picks up cases at any stage in the case process to assist coworkers in their caseload or cover for coworkers as necessary.
- Participates in hiring interviews and makes recommendations on the selection of new employees.
- Works closely with staff assigned to mentor inexperienced staff, coordinating and reviewing their training and development activities and needs.
- Promotes harmony, good morale, and cooperative work relations.
- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.

- Performs related duties as assigned.

EMPLOYMENT STANDARDS
Knowledge of:

- Basic supervisory principles and practices.
- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Basic and effective investigative principles, research, techniques, and procedures to obtain information for child support cases.
- Sources, methods, and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities.
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.

Ability to:

- Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.
- Assist and train newly assigned staff.
- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use sound independent judgment to analyze factual information, situations, and people.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Effectively use computer and other resources to prepare and manage cases.
- Maintain the confidentiality of sensitive or personal information.
- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.

MINIMUM QUALIFICATIONS:

One (1) year of full-time experience performing duties comparable to a Child Support Specialist III in a state or local government agency;

OR

Two (2) years of full-time experience performing duties comparable to a Child Support Specialist II in a state or local government agency.

SPECIAL AND DRIVER'S LICENSE REQUIREMENTS:

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

HISTORY INFORMATION:

Established: 6/7/02
Revised: 7/1/03
Revised: 4/1/14