Merit Systems Services

CHILD SUPPORT SUPERVISOR

DESCRIPTION

Under limited supervision, the Child Support Supervisor plans, organizes and directs a unit of Child Support Specialists and related staff; 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 caseload.

Examples of Essential Duties:

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

· Assigns and reviews the work of a group of Child Support Specialists and support staff.
· Orients and trains new employees and evaluates staff performance.
· Reviews cases to ensure information is complete and cases are updated on a regular basis.
· Personally handles difficult aspects of specific cases
· May carry a caseload
· Reviews cases requiring legal action and assist staff in preparing cases for prosecution.
· Assists subordinate staff and Attorneys in the preparation and presentation of difficult cases.
· Participates in the selection of new employees.
· Evaluates employee performance and effectively recommend 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.
· May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer, and/or media relations.
· Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:
· Principles of supervision and training.
· Federal and California laws and regulations pertaining to child support.
· Investigative principles and techniques.
· Sources used to locate individuals and assets.
· Effective and assertive interviewing techniques.

· Legal criteria for establishing paternity.
· Child support collection procedures.
· Legal terminology and document processing as they relate to child support enforcement.

Ability to:
· Plan, organize, assign and review the work of subordinates.
· Assist and train newly assigned staff.
· Apply and explain Federal and California child support laws and regulations in complex situations.
· Understand, apply and explain State and local child support procedures.
· Independently analyze workflow, employee performance and child support casework issues and take effective action.
· Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
· Perform arithmetic calculations and understand financial records.
· Prepare complete and concise oral and written reports.
· Operate computer equipment and computer databases and programs common to child support enforcement activities.
· Maintain confidentiality.
· Establish and maintain effective working relationships.

Typical Qualifications:

EITHER

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

OR

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

Others 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.