



CHILD SUPPORT SUPERVISOR

DEFINITION: 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.

ESSENTIAL JOB DUTIES: 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; 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.

EMPLOYMENT STANDARDS:

Education/Experience: Graduation from an accredited college or university with an Associate's degree, preferably with a major in sociology, civil law, psychology, business, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of a 30 semester or 45 quarter units equaling one year of full-time experience.) Four (4) years as a Child Support Officer III or an equivalent journey level class within an agency overseen by the California Department of Child Support Services. Equivalent experience must have included making evaluations of complaints of failure to provide arranging financial support agreements with parents and monitoring compliance.

Knowledge of: Basic principles of supervision and training; office procedures; laws, regulations, and policies regarding the establishment and enforcement of paternity; principles of organization, planning, research, and analysis; principles and techniques of interviewing uncooperative or hostile individuals; methods and techniques used by the Department of Child Support Services in determining financial assets and amounts owed in accordance with legal obligations; methods and techniques of orientation and in-service training; procedures and methods of collecting and adjusting accounts; sources and methods of locating non-custodial parents.

Ability to: Plan, assign, and supervise the activities of the Child Support Officers; interpret new and revised regulations and project possible and/or probable impacts to the department; develop, revise, and implement departmental operating policies and procedures; gather and analyze information; interpret and explain applicable legal regulations and procedures to others; speak effectively in groups and individual situations; draw logical conclusions and make sound decisions and recommendations on the basis of laws, rules, regulations; present oral and written reports concisely and clearly; prepare stipulations and order complaints, writs, and other legal forms and documents relative to the enforcement of paternity; promote and support an environment of cooperation and respect.