

COUNTY OF SOLANO

CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST

CLASS SUMMARY:

Under general supervision, incumbents in the class of Child Support Specialist conduct case assessments/management and investigations and conduct interviews with custodial and/or non-custodial parents and others to elicit factual information; determines support obligations; assists in preparing cases for court hearings; and enforces support orders.

DISTINGUISHING CHARACTERISTICS:

This is the journey level within the Child Support Specialist series. The incumbents perform the full range of activities to enforce child support laws. Incumbents in this class are expected to be fully proficient in the specific laws, policies, civil and criminal procedures and processes required to establish and enforce child support cases. Work is performed in accordance with established policies and procedures but also requires the ability to use independent judgment and discretion.

This class is distinguished from the:

- **Child Support Specialist (Senior)**, which handles and resolves complex case issues, trains new caseworkers and provides refresher training to other caseworkers, reviews and assesses work of entry/journey level staff, and handles customer complaints.
- **Child Support Specialist (Entry)**, which learn to apply child support laws, regulations, and procedures and acquire the skills to perform a broad range of child support casework activities.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a Child Support Specialist (Supervising).
- Technical and functional oversight is provided by a Child Support Specialist (Senior).
- No Supervision is exercised over others.

ESSENTIAL DUTIES: *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to:
 - obtains statements and gather information for locating absent parents;
 - conducts financial resource background investigations on the non-custodial parents' assets to determining ability to pay support, including location and review of current and past employers and of information obtained from agencies;
 - ensures that forms and applications for support payments are complete and accurate;
 - explains general legal requirements and the calculation of support payments to non-custodial parents and other involved parties.
- Contacts non-custodial parents in writing or by telephone to advise them of their support obligations; obtains financial declarations and to prepare stipulation of monthly support obligations consistent with parents' personal incomes; establishes the amount of support

payment based on financial status and allowable deductions of the custodial and non-custodial parents.

- Interviews parties to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Elicits information from custodial parents in order to establish paternity; reviews lab reports to monitor paternity testing status and follows up as necessary.
- Informs the appropriate County Health and Social Services Department of non-cooperative custodial parents; prepares cases for civil or criminal prosecution within the standards set forth by statute and case law; protects the constitutional rights of the non-custodial parent and the rights of the custodial party and child; testifies in court and assists attorneys with case preparation including assisting in court.
- Reviews application documents for completeness and accuracy, requesting additional information and documents as necessary; evaluates information for compliance with regulations so that initial eligibility for public assistance can be determined; provides clients with information relative to policies, procedures and legal rights.
- Applies federal, state and local laws, ordinances, rules and procedures in order to secure current and delinquent support payments; establishes paternity, child support, and medical coverage through legal action; conducts individual case assessments/management; provides customer services to a variety of parties and agencies; conducts investigations to obtain factual information; generates legal documents and performs mathematical calculations to determine current and past due support obligations.
- Makes verbal or written inquiries of various agencies and businesses in order to locate the whereabouts of parents; uses various sources, including family, friends and information systems to gather and validate location information on parties, including children.
- Monitors support payment records to ensure that the responsible party is in compliance with court orders, laws and mandates; implements proper practices and procedures when default occurs including the preparation of civil actions under direction of a Child Support Attorney; initiates delinquent notices to the obligor/employer when necessary in order to secure continued support payments; prepares a variety of legal documents; serves legal documents where appropriate.
- Initiates fraud referrals when circumstances indicating an act of welfare fraud are discovered; determines affect fraud investigation has on support case and gives instructions to adjust accounts based on investigation results.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and mandates; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars.
- Answers questions regarding cases of both a general and specific nature; refers parties to appropriate individuals or agencies for assistance as needed; makes referrals to employment programs to assist the non custodial parents in finding employment.
- Completes necessary accounting instructions to initiate support accounting processes; initiates accounting instructions to change support payments in accordance with modification of court orders; prepares and maintains forms, applications, case files, and other necessary

records; generates legal documents related to child support, paternity, and medical support orders; serves court documents.

- Closes case files after thorough review and analysis reveals closure is appropriate per State mandates.
- Determines next appropriate action in each case; reviews case files for accuracy.
- Attends offsite meetings and trainings as required.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Education: Completion of 15 semester or 22.5 quarter units, from an accredited college or university preferably in Sociology, Social Work, Business, Public Administration, Liberal Arts, Paralegal, Criminal Justice or other related courses.

AND

Experience: One year of experience as a Child Support Specialist (Entry) in Solano County or similar class in another agency **OR** two years of experience as a Child Support Assistant or comparable class in another agency.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants may be required to possess a valid California Driver's License, Class C.

Note: All licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Civil and criminal law, procedures and regulations, which pertain to the enforcement of support cases.
- Methods and techniques used in interviewing individuals to discover information pertinent to the establishment of responsibility for child support payments, location and financial status of the responsible party.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- The use of various sources to research assets and obligations, including other agencies' database systems.
- Support collection procedures and methods of collecting and adjusting delinquent accounts.
- Legal terminology and legal forms, and documents used to enforce support.

- Methods and techniques used to effectively locate absent parents, children and related persons.
- Financial record keeping procedures.
- Basic mathematics for calculating child support payments.
- Standard office procedures, practices, equipment, personal computers, and software. Caseload management skills.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.

Skills and/or Ability to:

- Apply federal, state or local laws, ordinances, codes, procedures and rules in order to secure current and delinquent support payments and establishment of paternity.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Maintain accurate records and document actions taken.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Establish good relationships with the public and with customers and provide customer service that meets unit goals and expectations.
- Comply with court mandated due process standards.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds; learn to effectively interview individuals in order to secure information required to effectuate the collection of support payments; exercise tact, diplomacy, and flexibility.
- Research and extract factual information; prepare complete and concise written communications to include reports, policies and procedures.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Initiate and facilitate the collection of support payments.
- Effectively locate individuals, assets and court orders for support.
- Perform routine mathematical calculation and make logical determinations from financial statements on the amount of support payments.
- Monitor support payment records and accounts to ensure compliance with court orders.
- Evaluate case records and, if default occurs, prepare cases for civil or criminal action, if warranted; prepare administrative legal documents.
- Prepare correspondence and convey facts and information.
- Deal with stressful situations and potentially hostile people.

- Operate electronic information systems equipment.
- Testify in court.
- Operate office equipment including a personal computer, copy and fax machines and printers.
- Safely operate a motor vehicle.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will most often be working in an office setting.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** Employees in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Hours of Work:** Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.
- Language Proficiency: Some positions allocated to this class may require the applicant to speak, read and write in a language other than English.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: November 2000
- Date Adopted by the Board of Supervisors: June 30, 2003
- Date(s) Revised: November 2002, May 2003, January 2017
- Date(s) Retitled and Previous Titles of the Class: