

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**CHILD SUPPORT SPECIALIST (SENIOR)**

**CLASS SUMMARY:**

Under general direction, incumbents in the class of Child Support Specialist (Senior) perform the more difficult and responsible child support establishment and enforcement work; provide direction, training and support to entry/journey level staff; perform special assignments; and maintain a complex caseload.

**DISTINGUISHING CHARACTERISTICS:**

This is the advanced journey level in the Child Support Specialist series. Incumbents act as a lead-worker providing direction, training and support to entry/journey level staff and exercise detailed subject matter knowledge of a specific program area or specialized system inherent to the operations of the program area.

This class are distinguished from the:

- **Child Support Specialist (Supervising)**, which is responsible for day to day supervision of this and lower level Specialist staff.
- **Child Support Specialist**, which are not assigned the complex, sensitive or confidential cases requiring advanced technical skills and do not perform lead worker responsibilities.

**SUPERVISION RECEIVED AND EXERCISED:**

- Supervision is provided by a Child Support Specialist (Supervising).
- Technical and functional oversight is provided over the Child Support Specialist and Child Support Specialist (Entry).
- 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.*

- Conducts special program activities.
- Performs lead worker duties over the class of Child Support Specialist (Entry) and Child Support Specialist such as:
  - assists the supervisor in providing on-the-job training;
  - passing on instructions received from supervisor and getting work started;
  - distributing work among staff;
  - ensures that unit coverage is provided in the absence of the supervisor;
  - monitoring status of work being performed and keeping supervisor informed of work progress and likelihood of meeting timelines and required deadlines;

- reviewing work of assigned crew, informing supervisor of customer feedback, work quality, conduct problems, etc. and providing input on performance to supervisor;
  - interprets standards and regulations;
  - provides assistance and support to unit staff;
  - resolving informal employee complaints; and
  - ensuring work is performed safely and efficiently.
- Performs the same duties as the work being led. Provides assistance to the assigned Child Support Attorney in preparing actions for court as required and necessary to resolve the issues of a specific case file situation; enters into stipulated agreements subject to attorney approval; gathers information, prepares cases for court hearings, conducts case file reviews and makes recommendations.
  - Performs a wide range of duties and responsibilities in providing assistance to the legal division of the department as required; prepares cases for civil or criminal prosecution; prepares legal documents.
  - Conducts case assessment, research, review and investigation; analyzes and evaluates the more difficult and sensitive cases, such as those involving complex issues, local agency staff or public figures, or complaints regarding program services.
  - Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to obtain statements and gather information for locating absent parents and determining financial status; ensures that forms and applications for family 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 family support obligations; obtains financial declarations and to prepare stipulation of monthly child support payments consistent with absent parent's personal income; establishes the amount of child support payment based on financial status of absent parents.
  - Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
  - Explains legal rights, resolves or refers complaints, provides information in response to inquiries from custodial and non-custodial parents to initiate case files; gathers factual information on all parties concerned regarding child, spousal, and medical support obligations; ensures case files are properly maintained and correspondence is dealt with in a timely manner; may maintain a reduced caseload of complex cases to include "restricted" confidential cases.
  - Acts as ombudsperson to customers in need of assistance; assists customers with concerns and complaints; provides referrals to and contacts other agencies and California DCSS regarding complainants; enters formal complaint information on state computer system; resolves formal complaints.
  - Monitors casework activities and makes recommendations regarding changes needed in policy and procedures to maintain compliance with state and federal regulations.
  - May process Order After Hearings after a resolution has been reached at the court

hearing; generates legal documents; serves legal documents where appropriate.

- Is designated as a complaints coordinator for the purpose of resolving disputes with case participants regarding the application of regulations, policies and procedures in their case; maintains quality control of lower level specialists' caseloads.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as 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.
- Elicits information from custodial parents in order to establish paternity; reviews lab reports to monitor paternity testing status and follows up as necessary.
- 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.
- Performs other duties of a similar nature or level as assigned.

#### **EDUCATION AND EXPERIENCE:**

##### **EITHER I**

**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:** Two years of journey level experience as a Child Support Specialist in Solano County or similar class in another agency.

##### **OR II**

**Education:** An Associate's degree, or equivalent, 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 journey level experience as a Child Support Specialist in Solano County or similar 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:**

- Collection and enforcement of family support payments and the establishment and enforcement of medical support.
- Civil and criminal law, procedures and regulations, which pertain to the enforcement of family, support cases; legal terminology and legal forms and documents used to enforce support; methods and techniques used to effectively locate absent parents, relatives and related persons.
- 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.
- Standard and accepted principles of leadership, on-the-job training, and work review.
- The use of sources to research assets and obligations.
- Child support collection procedures and methods of collecting and adjusting delinquent accounts.
- Legal terminology and legal forms, and documents used to establish and enforce support.
- Methods and techniques used to effectively locate absent parents, relatives and related persons.
- Practices and techniques used in training staff, and in preparation of training modules and quick reference guides
- Standard office procedures, practices, equipment, personal computers, and software. Time and caseload management skills.
- Financial record keeping procedures; modern office practices and procedures.
- Basic mathematics for developing, preparing and completing numerical and/or statistical reports. Algebra and basic accounting.
- 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 the Ability to:**

- Apply federal, state or local laws, ordinances, codes, procedures and rules in order to secure current and delinquent family support payments and establishment of paternity.
- Effectively interview custodial and non-custodial parents in order to secure information

required to collect support payments.

- Maintain confidentiality of records and information per pertinent laws/regulations.
- Maintain accurate records and document actions taken.
- Distribute work and provide work directions, review work performance and conduct of staff, and provide on-the-job training to staff.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Comply with court mandated due process standards.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds; effectively interview individuals in order to secure information required to effectuate the collection of child support payments; exercise tact, diplomacy, and flexibility.
- Effectively locate individuals, assets and court orders for support.
- Research information on the whereabouts of absent parents, custodial parents, children, and duplicate cases.
- Make logical determinations from financial statements on the amount of support payments.
- Monitor support payment records to ensure compliance with court orders.
- Make logical determinations from financial statements on the amount of family support payments.
- Monitor child support payment records to ensure compliance with court orders.
- Evaluate case records and, if default occurs, initiate and prepare appropriate civil or criminal action; prepare administrative legal documents.
- Prepare correspondence and convey facts and information.
- Deal with stressful situations and potentially hostile people.
- Prepare relevant legal documents.
- Develop and implement procedures for new and existing program activities.
- Use independent judgment and discretion.
- May make presentations to staff and the public verbally and in writing to explain policies, procedures and case management techniques.
- Train and advise other staff in the processes and procedures utilized to perform family support case work.
- 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 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 will 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: