

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT PROGRAM MANAGER

CLASS SUMMARY:

The Child Support Program Manager manages and supervises multiple staff and functions within the Department of Child Support Services and has responsibility for directing and overseeing day-to-day program activities; manages and coordinates child support programs and activities through subordinate supervisors; supervises the work of subordinate supervisory, professional, technical and clerical child support staff; assists in the development, implementation and evaluation of policies and procedures related to child support program activities; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team; and performs other related duties as assigned.

This is a single position, management-level class. The incumbent receives general direction from the Assistant Child Support Director and exercises direct and indirect supervision over supervisory, professional, technical and office support staff.

This class is distinguished from the classification of Assistant Child Support Director because the latter is an executive manager who serves in the absence of the Director of Child Support Services and has broader responsibility for managing the Department as a whole. It is also distinguished from the class of Child Support Specialist-Supervising in that the latter is the first-level supervisor class in the Child Support Specialist series where incumbents primarily function as first-level supervisors over a unit of Child Support Specialists as well as other technical and/or clerical support staff.

ESSENTIAL DUTIES:

This class specification represents the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

Plans, directs, organizes and manages child support program operations and activities; monitors and evaluates the impact of operations and activities on overall departmental performance as measured by state and federal performance measures; identifies and determines best practices for providing child support services using existing resources.

Supervises subordinate staff; conducts applicant interviews and recommends the selection of staff; assigns, directs and monitors subordinates' work; identifies training needs and ensures that subordinates receive needed training; develops and utilizes performance measurement tools to evaluate employee performance; initiates and implements appropriate disciplinary action as needed.

Evaluates the utilization of own staff; confers with and/or makes recommendations to higher-level management with respect to complex personnel employee relations matters as well as public contact problems which may have significant administrative or legal consequence.

Gathers and analyzes information to identify service and performance issues and determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward objectives.

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT PROGRAM MANAGER

<p>Participates in the development of departmental goals, objectives, performance measures, performance monitoring tools, policies, and procedures with regard to child support case initiation, establishment, enforcement, interstate coordination, and related areas; determines the impact of state and federal policies on local procedures and recommends/implements changes as necessary; explains changes to staff and clients</p>
<p>Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned child support program operations and supervises their local enforcement; determines and reports on the impact of proposed legislative and regulatory changes; determines and recommends appropriate courses of action.</p>
<p>Participates in the fiscal administration of child support programs according to department and funding source requirements; assists in maintaining budgetary control; assists in the selection of outside contractors/vendors for services; monitors and evaluates contract performance against contract specifications.</p>
<p>Coordinates assigned programs and activities with a variety of public and private organizations, including State of California child support agencies, public and private attorneys, law enforcement staff, and staff in Solano and other county departments.</p>
<p>Prepares and/or supervises the preparation of statistical and narrative reports, summaries and other documents; develops and establishes data collection systems, work logs and tracking systems.</p>
<p>Serves as a subject matter expert with regard to child support programs and activities; explains the department role to officials, groups and individuals; answers specific questions from staff, clients, management, and others, which require interpretation and application of regulations on a case-by-case basis; responds appropriately to service complaints; assists management in the resolution of program or service issues.</p>
<p>Plans, directs and coordinates departmental educational and outreach activities.</p>
<p>Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and regulatory bodies.</p>
<p>Attends and participates in professional groups meetings, committees, and boards; stays abreast of trends and regulations in the field; maintains current knowledge of community resources and programs in order to provide information and referral to clients</p>
<p>Performs other and/or related duties as assigned</p>

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT PROGRAM MANAGER

Training And Experience:

Graduation from an accredited four-year college or university with a bachelor's degree in sociology, public administration, business administration, criminal justice, psychology, or a closely related field.

and

Four years of increasingly responsible experience performing child support case management work that included at least two years in a supervisory capacity with responsibility for program planning/evaluation and client/customer service. Experience in budget administration is desirable. Additional experience performing child support case management may substitute for the above-required education on a year-for-year basis to a maximum of two years.

Licensing/Certification/Other Requirements:

- Possession of a valid Class C or higher California driver's license is required.
- Candidates for a position in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Knowledge of:

- Principles and practices of public administration and program management, including planning, implementation, and evaluation.
- Principles and practices of public sector supervision including performance evaluation and disciplinary processes applicable to the public sector; staffing requirements for child support programs; training and supervisory practices.
- Federal and California laws, regulations, programs, goals, policies and procedures pertaining to the collection and distribution of child support.
- General principles of civil and criminal law that pertain to the enforcement of child support cases.
- Legal terminology, forms and documents used to enforce child support; methods and techniques used to effectively locate absent parents, relatives, and other persons.
- Effective methods and techniques for interviewing individuals to discover information pertinent to the establishment of responsibility for child support payments.
- Current trends and issues in the management of child support programs, including methods of public education and outreach.
- Written and oral communication techniques, including language mechanics, syntax, and principles of English composition.

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT PROGRAM MANAGER

- Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting the client; needs, problems and behavior of people in target populations.
- The operation and utilization of computers and business software, including current California automated child support systems.
- Records and case management, including review practices and techniques.

Ability to:

- Plan, organize and direct the operations and activities of a child support program.
- Supervise and evaluate the work of staff through subordinate supervisors, securing cooperation and teamwork among staff.
- Independently analyze workflow, employee performance and child support casework issues and take effective action.
- Explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to child support programs; ensure that assigned programs comply with laws, regulations and professional practices governing program services and operations.
- Research regulations, procedures and/or technical reference materials.
- Explain and apply child support laws, regulations, policies and procedures in complex and/or difficult situations.
- Identify and evaluate the need for developing proposed changes in program practices and procedures and interpret administrative direction for incorporation into operational policy and procedures.
- Collect and analyze data to establish/ identify needs, evaluate program effectiveness.
- Prepare narrative and statistical reports.
- Administer and manage a program budget.
- Maintain appropriate confidentiality of information.
- Compose correspondence independently.
- Communicate clearly and concisely, both orally and in writing.

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT PROGRAM MANAGER

- Establish and maintain effective working relationships with those contacted in the course of work.

ADA Requirements:

- **Strength:** Tasks frequently require the ability to exert light physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- **Mobility:** Tasks frequently require the ability to perform sedentary work requiring extended periods of time sitting at a keyboard or workstation.
- **Sensory:** Tasks frequently require the ability to use visual perception and discrimination and the ability to hear and communicate orally.
- **Emotional:** Tasks frequently require concentration and decision-making.

Other Requirements:

- Independent travel may be required.
- On occasion, incumbents may be required to work outside of normal business hours.
- Incumbents may be required to work in an environment where there is risk of exposure to communicable disease.

Class History Information:

BOS Adopted	Revised	Re-titled	Class Code	Sal Plan/BU	OT Code
2/1/2011			117330	16	5