

CHILD SUPPORT SUPERVISOR

FUNCTION OF THE JOB

Under direction, to provide supervision and direction to a work unit which establishes a legal determination of paternity for children, affects the collection of financial and health insurance support for children, and modifies court-ordered support obligations on local and intergovernmental cases; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Coordinates and supervises the operation of units of the County's Child Support Division consisting of Intake, Paternity/Establishment, Enforcement, and Intergovernmental.
2. Supervises staff, manages staff daily output, and reviews day-to-day determinations made by staff in the administration of the Child Support Program.
3. Selects, supervises, assigns, trains, counsels, and evaluates staff, and handles personnel issues of subordinate staff.
4. Acts as primary contact for multi-county call center and analyzes call center reports to determine compliance with performance measurements to meet current state contract requirements.
5. Provides training and technical information to staff in the areas of determining paternity, collecting financial and health support for children, and modifying court-ordered support obligations on local and intergovernmental cases.
6. Reviews and coordinates the assignment of applications for services and assigns legal referrals to the attorneys to ensure that state and federal timelines are met.
7. Reviews and monitors the work of staff to ensure the accuracy of information provided to parents, attorneys, courts, and other agencies.
8. Provides oversight and direction to staff engaged in making determinations for administrative enforcement and judicial enforcement, referrals to employment resources, mental health, and other related social service agencies.
9. Advises staff on the appropriate action to be taken on cases that are of a complex or highly sensitive nature.
10. Provides information and assistance regarding the work and procedures of the Child Support Division with authority to commit to action.
11. Monitors multiple computer systems to ensure staff are correctly managing caseloads.
12. Develops, manages, evaluates and adjusts internal processes to ensure compliance with federal, state and county laws, policies, procedures, regulations and mandates; ensures contract compliance; monitors achievement of outcome-based performance measures to maintain quality of service and minimize exposure to state and federal fiscal sanctions.
13. Develops, maintains, and oversees quality control systems to evaluate staff workflow, reports, and program compliance.
14. Monitors workload of each unit utilizing a state computer system to ensure compliance with performance standards and balanced caseloads.
15. Interprets policies and procedures and recommends action to be taken in complex case situations.
16. Develops, coordinates, and presents ongoing training and guidance on policy interpretation and application to new and existing staff; and, provides training curriculum to new hires.
17. Evaluates and reports information regarding state policies and their impact on child support services and recommends revisions.
18. Contributes to the development of plans to address legislative changes and fiscal impact on providing child support services.
19. Coordinates efforts and activities with other County departments, other counties, and the state to ensure proper allocation and distribution to appropriate county case.

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20. Assists in the development of the Child Support Division's budget, objectives, and strategic plan.
21. Develops and maintains effective working relationships with state, other counties and local officials, County departments, community agencies, advocacy groups and the public to ensure optimal levels of customer service.
22. Participates in call center operational meetings on a regular basis.
23. Serves as liaison between the Child Support Division, economic support, the Clerk of Circuit Court, other county departments, State Bureau of Child Support, Children First Program, W-2 Agency, employers, Court Commissioners, legal counsel representing participants, other private and public sector entities and numerous community groups.
24. Serves on state advisory committees and acts as an advisory resource for the call center, various community agencies and providers in regard to child support services, procedures, and regulations.
25. Assists in monitoring changes in federal, state, and county regulations relating to the Child Support Program and trains staff on the impact of these changes.
26. Informs staff, parents, and attorneys regarding procedures necessary to comply with various federal and state regulations of the Child Support Program.
27. Develops procedures and forms in compliance with federal and state regulations in order to assist staff with consistent applications.
28. Coordinates training for staff by state agencies regarding maintaining case files in a statewide computer database.
29. Provides guidance and advice to employees in the units concerning procedures such as investigation and enforcement techniques.
30. Responsible for the retention, storage and destruction of documents, case, and financial records while maintaining confidentiality of records as directed by federal regulations, Wisconsin Statutes, County policy or Court order.
31. Supervises and directs staff in responding to complaints received by legislators and personally contacts legislators.
32. May attend court proceedings and provide testimony before court commissioners and judges.
33. Prepares and presents detailed written and oral reports; compiles and maintains historical and statistical data.
34. Provides public information and education as to the services available and the purpose of the Child Support Program.
35. Establishes and maintains effective working relationships with staff, other counties, other states, Bureau of Child Support, federal agencies, other community and government agencies, attorneys, employers, and the general public.
36. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of investigative techniques and procedures used in securing information from legal and financial records, agencies, employers, and other public and private sector entities.
2. Comprehensive knowledge of the Wisconsin State Statutes and Administrative Code governing the establishment, assignment, collection, and modification of financial and health insurance support for children.
3. Considerable knowledge of the socio-economic conditions impacting various populations and the community resources available to serve the needs of these people.
4. Considerable knowledge of modern mathematical and budgeting methods and techniques.
5. Considerable knowledge of interviewing techniques and practices.

6. Considerable knowledge of supervisory and administrative principles and practices.
7. Considerable knowledge of adult learning and training principles, practices, and techniques.
8. Considerable knowledge of multiple data systems and tools available to manage data necessary to ensure compliance with state, federal, and county regulations and mandates related to child support.
9. Considerable knowledge of research, record keeping, and reporting principles and practices.
10. Considerable knowledge of the principles and practices of the legal process, legal document preparation, and court procedures.
11. Considerable knowledge of federal regulations regarding requirements and timeliness for a Child Support Program and the Consumer Credit Protection Act.
12. Considerable knowledge of human services assistance programs and procedures.
13. Considerable knowledge of manual and computer-based methods, techniques, and procedures for locating absent parents.
14. Considerable knowledge of computerized department program software, internet access, state databases, spreadsheets, and word processing programs.
15. Considerable knowledge of obtaining information through interviews, research, and investigation, and securing of documents; analyzing and organizing information.
16. Considerable knowledge to effectively plan, assign, train, prioritize and evaluate the work of others.
17. Working knowledge of budgeting, planning, and analytical methods and techniques.
18. Working knowledge of confidentiality statutes and requirements.
19. Ability to perform mathematical calculations and interpret account statements.
20. Ability to prepare and maintain detailed and concise written records and prepare and present reports.
21. Ability to organize and prioritize work activities within required timelines.
22. Ability to conduct research and investigative work, secure, document, and analyze information, and make recommendations based upon this research.
23. Ability to interpret and apply federal, state, and division rules, directives, and policies.
24. Ability to establish and maintain effective working relationships with staff, other counties, other states, Bureau of Child Support, federal agencies, other community and government agencies, attorneys, employers, and the general public.
25. Ability to communicate effectively both orally and in writing.
26. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with an associate's degree in Business Administration or closely related field.
2. Three (3) years of post high school work experience in office operations, program administration, customer service, or in a court-related or legal office.
3. An additional two (2) years of work experience in office operations, program administration, customer service, or in a court-related or legal office may substitute for the educational requirement.