

Child Support Supervisor

Oneida County Department of Social Services seeks an individual to administer and supervise the Child Support Program. This full time (37.5 hours per week) position will perform administrative, investigative and enforcement duties in the areas of Child Support Enforcement. This includes supervision of Child Support staff; budget preparation and control; program evaluation; interpretation and understanding of administrative rules and regulations; and development and implementation of new policies and procedures relative to the Child Support Program. Responsibilities include managing a caseload; testifying in court; interviewing and training employees; planning, assigning, and directing work; conducting performance evaluations; addressing complaints and solving problems. The starting 2018 hourly salary is \$50,488 to \$57,701 based on previous education and experience plus excellent benefit package.

Qualified candidates must have a four year college degree in human services, criminal justice, business administration, social work, sociology, or related field; five years of work experience in child support or related area involving investigative work; combination of education and experience may be considered. Position requires computer knowledge; ability to work with public and legal profession; excellent verbal and written communication skills; knowledge of investigative and interviewing techniques, rules of evidence and court proceedings; the ability to provide constructive leadership to immediate staff; and evaluate situations to make good independent decisions based on practice and procedures.

Complete job description, qualifications, and required Oneida County application are available at the Northern Advantage Job Service Office at the 51A N. Brown St., Rhinelander, WI 54501, (715) 365-1500 or at www.oneida.wi.gov. Completed application, resume and college transcripts are due at the Job Service Office by Thursday, December 14, 2017 at 4:30 p.m.

EOE/AA

Oneida County Job Description

Job/Class Title: Child Support Supervisor
Department: Social Services
Reports To: Social Services Director
FLSA Status: Exempt-Supervisory
Prepared By: Mary Rideout
Prepared Date: November 22, 2017
Approved By: Lisa Charbarneau
Approved Date: November 22, 2017
Reviewed Date: _____

SUMMARY This position performs administrative, investigative and enforcement duties in the areas of Child Support Enforcement.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Administer and supervise the Child Support Program including budget preparation and control; program evaluation; review, interpretation and understanding of administrative rules and regulations.

Supervise subordinate staff and their work including assigning duties and priorities.

Perform Child Support enforcement duties including parent location, collecting Child Support payments, paternity establishment and bringing delinquent payer's to Court.

Prepare, develop and implement new policies and procedures relative to the Child Support Program.

Ensure that all Oneida County cases are maintained and updated as necessary in the KIDS Information Data System (KIDS).

Monitor state performance standards relating to Oneida County Child Support cases, and update procedures to maintain maximum performance.

Maintain positive working relationship with other county departments, private vendors and employees; provide positive communication skills for networking with professionals, organizations and general public.

Trains new Child Support employees and completes annual evaluation for employees.

Actively participates as a member of the Social Services management team to assist with agency operations to support the agency's mission.

Any other duty as assigned.

SUPERVISORY RESPONSIBILITIES Must have the ability to supervise and manage staff, assigning duties and providing guidance and direction.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing and training employees, planning, assigning and directing work; conducting performance evaluations; rewarding and disciplining employees, addressing complaints and resolving problems.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be knowledgeable of investigative and interviewing techniques, rules of evidence and court proceedings as well as aware of local, state and federal laws pertaining to Child Support.

Must be able to use and be familiar with computer hardware and software.

Must be able to provide constructive leadership to immediate staff.

Must be able to successfully pass Oneida County and State of Wisconsin security clearance.

EDUCATION and/or EXPERIENCE

Four year college degree in human services, criminal justice, business administration, social work, sociology or related field.

Five year work experience in child support or related area involving investigative work.

LANGUAGE SKILLS

Excellent verbal and written communication skills.

Ability to communicate effectively with persons of varied backgrounds.

MATHEMATICAL SKILLS Excellent mathematical skills.

REASONING ABILITY Must be able to evaluate situations and make good independent decisions based on practice and procedures. To maintain highest level of confidentiality of both clients and staff in compliance with all legal and agency requirements.

CERTIFICATES, LICENSES, REGISTRATIONS Valid Wisconsin Driver's license.