

# Richland County

## Position Description

**Position Title:** Child Support Financial Specialist & Caseworker **Department:** Child Support

**Reports to:** County Administrator

**Pay Grade:** G

**Date:** 02/16/2024

**Hours per week:** 40

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### Purpose of Position

The purpose of this position is to provide financial and casework (Initiate Paternity & Establishments) services for clients for the County of Richland Child Support Agency.

### Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Must learn KIDS (Kids Information Data System) for case management duties.
- Must learn CARES (Client Assistance and Re-employment and Economic Support system interface; ECF: Vital Records; Credit Bureau Reporting; DOT, DCF Workweb, Kidstar; CCAP; and Clear.
- Must learn wiKIDS (data information and document formatting system).
- Must learn eWiSACWIS (Wisconsin Statewide Automated Child Welfare Informational System).
- Must learn wiCourts Efiling system & procedures to electronically open cases & efile documents.
- Must be able to interpret & apply complex laws, regulations & rules.
- Must be able to maintain confidentiality as all case information is confidential.
- Must be able to pass test & bonding requirements to become a Notary.
- Initiate new and re-opened cases referred from CARES or by participant application daily within the mandatory timelines. This includes setting up and preparing cases for establishment and scheduling court hearings.
- Calculate Sheriff's service fees, genetic test costs, and birth costs.
- Conduct interviews with unwed mothers to pursue paternity establishment. Record findings of an interview in the KIDS database.
- Conduct interviews with potential fathers to inform them of all steps in the paternity process.
- Conduct locate investigations utilizing automated & manual resources.
- Assist in filling out and filing a Voluntary Paternity Acknowledgement.
- Schedule genetic testing & prepare orders associated with the testing.
- Administer genetic testing in the office.
- Appear in court as part of establishing orders and give testimony when necessary.
- Negotiate establishment & paternity stipulations and draft such agreements.
- Draft and type a variety of legal documents including genetic test orders, affidavits of mailing, court notices, Motions, Summons & Petitions, service paperwork, general

correspondence, and other documents as required.

- Work assigned KIDS worklists and meet required timelines.
- Input information on Non-Title (NIVD) cases and responds to those case-related questions.
- Monitor e-filing/CCAP for all documents that have been e-filed about child support cases
- Interpret & enter all orders regarding child support or health insurance that have been established or modified into KIDS.
- Mail, fax, or email income withholding orders to employees.
- Research the daily, weekly, and monthly suspense reports provided by the state and take appropriate actions within federal timelines, including adjustments & refunds
- Refund money to payers when court-ordered obligations have been paid for the month or are paid in full.
- Adjust accounts to reflect the amount of prorated child support due when a child emancipates or a case closes mid-month.
- Audit cases to confirm or adjust account balances.
- Research payments and financial questions by participants and employers using the resources provided by the State of Wisconsin.
- Issue National Medical Support Notices to employers and input responses received.
- Perform reception duties including answering telephone and routing calls, greeting visitors , and responding to routine questions and correspondence.
- Receive and receive payments.
- Sorts, copies, scans, and distributes a variety of correspondence and mail including faxes
- Provide technical support & back-up support to the Director/Lead Caseworker.
- Maintain communication with the State Child Support Agency to clarify policies.
- Maintain knowledge of contemporary child support rules, laws, programs, and policies and complete yearly re-certification/training of those programs and policies.
- Adhere to strict confidential guidelines at all times as all information is confidential and complete yearly IRS safeguards training.
- Able to remain professional and courteous at all times while providing high-quality service promptly.
- Assist with the development of new procedures to meet changing state mandates.
- Attend a minimum of (2) two trainings per year required to maintain knowledge of existing and new State and Federal laws and policies related to child support.
- Attend conferences as assigned.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High School plus one additional year of formal preparation and one to two years of relevant prior experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Proven experience with accounting practices and principles. Working knowledge of Excel, Word, and Office is required. Knowledge of legal terminology is preferred. Must be able to type a minimum of 45 words per minute.

### **Special Requirement**

As a post-offer pre-employment condition, a criminal background check conducted by the State Department of Justice (DOJ) including FBI fingerprinting must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check and fingerprinting will be

covered by Richland County.

### **Physical and Mental Abilities Required to Perform Essential Job Functions Language Ability and Interpersonal Communications**

- Ability to analyze and categorize data and information to determine the relationship of the data concerning criteria/standards. Ability to compare, count, differentiate, measure, and/or sort data and information. Ability to assemble, copy, record, and transcribe data. Ability to classify, compute, and tabulate data.
- Ability to utilize data and information such as KIDS data system, enforcement manuals, accounting methods and a wide variety of other data and information regarding child support administration.
- Ability to communicate effectively with Clerk of Court and personnel, Social Service staff, Family Court Commissioner, law enforcement personnel, probation and parole, State Bureau of Child Support, Judges, the general public, and employers.

### **Mathematical Ability**

- Ability to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

### **Judgment and Situational Reasoning Ability**

- Ability to use functional reasoning development in performing activities within rational systems involving diversified work requiring the exercise of judgment.
- Ability to apply situational reasoning ability by exercising judgment, decisiveness and creativity in situations involving the evaluation of information against measurable and judgmental criteria.

### **Physical Requirements**

- Ability to operate computer keyboard/typewriter, photocopier, fax machine, calculator, telephone.
- Ability to recognize and identify individual characteristics of colors, forms, sounds, tastes, odors, textures, etc associated with objects, materials, and ingredients.
- Ability to exert very moderate physical effort in sedentary to light work, involving stooping, kneeling, crouching, and crawling. Ability to handle, finger, and feel. Ability to lift, carry, push, and pull.

### **Environmental Adaptability**

- Ability, regarding violence, noise, vibration, etc, to work under occasionally unsafe conditions.
- Ability to work under and adapt to sometimes stressful situations, including hostile participants and verbal abuse from those participants.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date