

Richland County Position Description

Position Title: Child Support Director	Department: Child Support Agency
Reports to: County Administrator	Pay Grade: K
Date: 01 March 2021	Hours Per Week: 40 (FLSA Exempt)

Purpose of Position

Administer the State of Wisconsin/Richland County contract covering the administration of child support and establishment of paternity and medical support liability program under the advisement of the County Administrator and the Richland County Board of Supervisors Child Support Committee. Supervise and oversee agency operations. Provide IV-D child support management services.

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.

Administrative and Supervisory

Program Operations:

- Develop and implement operating policies and procedures for the department that are consistent and complimentary to state and federal laws and procedures.
- Develop, negotiate and monitor cooperative agreements with process servers, Family Court Commissioner, the Child Support Enforcement Attorney, and other county departments as needed.
- Develop, negotiate and implement inter-agency agreements with other public agencies that may be required to effectively operate the child support program.
- Recommend for approval and implement contractual agreements with the State of Wisconsin.
- Provide reports of agency operations and performance to the Child Support Enforcement Committee of the county board of supervisors and County Administrator.
- Attend a minimum of (2) two continuing education classes, roundtables, meetings and trainings required to maintain knowledge of existing and new state and federal laws and policies related to child support enforcement on an annual (calendar year) basis.
- Encouraged to serve on state-sponsored workgroup and committees to provide county advice in the development of state policy and procedures. Act as liaison between agency and other public and private entities.
- Maintains communication with State Child Support Agency to clarify policies.

Fiscal Management and Oversight:

- Responsible for Annual Agency Budget, Monthly Core Reporting and Billing, Quarterly Reimbursement Reconciliation, FTE Staff Reporting, IRS annual reporting, Federal, Regional and Indirect Audits.
- Monitor expenditures and recommend to board approval of expenditures.

- Monitor agency income including agency performance and collections to maximize income and incentive payments.
- Submit monthly expenditures to the State of Wisconsin, Department of Workforce Development for community aid reimbursement.

Personnel Management and Case Management Supervision

- Hire, train and direct agency personnel in the elements of their assignment duties.
- Supervise and assess performance of staff to ensure work is in keeping with child support laws and policies
- Intervene in situations where program participant behavior becomes violent or abusive to staff
- Hold regular staff meetings to disseminate program and policy information and assess employee performance.
- Provide education and support to staff.

Caseworker Duties

- Manage child support caseload as the primary contact for assigned cases using Federal and State Laws and Regulations.
- 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 CSENET (Child Support Enforcement Network) that allows the agency to share information electronically with other States.
- Analyzes IVD cases and determines appropriate action.
- Interviews program participants to collect information and facts for the establishment of paternity on behalf of children whose parents were not married to each other at the time of the child's birth.
- Schedules genetic testing through the medical center or long arm.
- Establish court orders obligating parents to pay child support and provide health insurance coverage for their children.
- Print Case Management and Financial Reports (monthly, daily, after end of month processing) and work as appropriate or distribute to the appropriate worker.
- Drafts and types a variety of legal documents including: civil process letters, genetic test orders, affidavit of mailing, court notices, Stipulations, Findings of Fact, Conclusions of Law and Judgments, Motions, Dismissal Orders, Default Judgments, Contempt notices, Warrants, general correspondence and memos and other documents as required.
- Monitors payer compliance and takes administrative and legal actions necessary to enforce a support order when parents fail to pay court ordered support.
- Assess chronically delinquent cases based on established guidelines and independently determines if a criminal referral may be appropriate to the District Attorney's Office for criminal court action.
- Prepares outgoing Unified Interstate Family Support Act (UIFSA) actions. Registers Foreign Judgments.
- Must perform review and adjustment services every three years according to Federal regulations established under Section 467(a) of the Social Security Act; or at the request of either party if a party demonstrates a substantial change in circumstances since the last review or adjustment of the support order. Must notify participants of findings and schedules court hearings if the parties do not stipulate.

- Provides case management support to the Child Support Enforcement Attorney in cases in which an agreement cannot be negotiated
- Schedules child support hearings for court.
- Calculates Sheriffs' service fees, genetic test costs and birth costs.
- Negotiates child support Stipulations with case participants and drafts such agreements.
- Works with the Child Support Enforcement Attorney to review Stipulations and Court related documents.
- Assembles documents and evidence for presentation at court hearings and assists Child Support Attorney with information during hearings.
- Sends Summons, Petition and Order to Show cause notices to Sheriff's Department for service.
- Performs reception duties including answering telephone and routing calls, greet visitors and responds to routine questions and correspondence.
- Maintains knowledge of contemporary child support rules, laws, programs and policies.
- Assess and determine cases eligible to be placed on the Administrative Enforcement Lien Docket.
- Review cases and determine eligibility for financial account seizure, determine if the case is appropriate for account seizure and take appropriate action to seize financial accounts, following due process guidelines.
- Work with payers to reach payment agreements that will suspend certain enforcement actions.
- Initiate lien releases and satisfaction procedures as determined by a case by case analysis.
- Work with title companies, Register of Deeds office, and payers through the due process procedure.

Minimum Training and Experience Required to Perform Essential Job Functions

Vocational College with two years related experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communications

- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to 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 advise and interpret on how to apply policies, procedures and standards to specific situations.
- 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, general public, 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 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 equipment and machinery requiring simple, periodic adjustments. Ability to move and guide material using simple tools.
- 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, in regard to violence, noise, vibration, etc, to work under occasionally unsafe conditions.

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 encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date