

CHILD SUPPORT DIRECTOR

Position Description *06/2010

Purpose of Position

The Director coordinates monitors and administers the Vilas County Child Support Program in accordance with State and Federal rules and regulations and County policies. The position is responsible for supervising the operations of the Vilas County Child Support Agency and to provide an organized program for the agency regarding establishment of paternity, obtaining child support orders, enforcing and reviewing orders within strict time constraints and to plan, organize and evaluate services offered by the agency. All duties and responsibilities are performed under and subject to the review and guidance of the Legislative and Judicial Committee and the County Board as a whole.

Essential Duties and Responsibilities

1. Supervises and directs the activities/work of the Child Support Staff. Provides guidance and direction to employees in agency concerning procedures such as investigation and enforcement techniques.
2. Coordinates activities with various County departments that provide child support services under cooperative agreements, and maintains working relations with the State and County departments, agencies attorneys and the general public.
3. Maintains current knowledge of State Statutes regarding child support, paternity and court related matters and implements change in office policy and procedures to meet requirements. Ensures that the operations of the agency follow State, Federal and County guidelines.
4. Develops and manages the annual department budget. Monitors expenditures, prepares invoices and monitors revenue. Also prepares cooperative agreements and provides information for the annual contract with the State.
5. Prepares the end of year reconciliation for the auditors (child support CORe reports and county records).
6. Handles the time sheets and monthly employee's report to the County Clerk's office.
7. Attends monthly meetings and reports to agency's designated committee on the child support program and its status/progress. Attends training appropriate to the administration of the child support program.
8. Prepares monthly financial reports to the State and County in accordance with State rules and regulations.

9. Prepares annual report for County Board.
10. Communicates and cooperates with child support agencies throughout the state and with State and Federal agencies to enforce child support orders.
11. Maintains accurate case events in Kids Information Data System (KIDS), the statewide computer system, and performs case management duties including but not limited to assessing all cases for appropriate handling and enforcement action in a timely and efficient manner; interviewing participants, recommending stipulated support payment amounts and meeting with parties and negotiating terms.
12. Prepares court calendar and monitors cases for scheduled modifications, action to compel, order to show cause, paternitys and attends court with the County's child support attorney on behalf of the agency. Testify when necessary and provide proper accurate information for the court action.
13. Responds to client complaints received by department personnel and other public agencies.
14. Works daily on monthly reports.
15. Coordinates state training and conferences for staff.
16. Approves manual adjustments processed by financial accounts clerk for purpose of payment distribution and for account balance adjustments.
17. Prepares press releases on the agency.
18. Coordinates genetic testing for paternity cases.
19. Maintains confidentiality regarding child support records and operations.
20. All other duties necessary for the smooth operation of the Vilas County Child Support Agency.

Knowledge, Skills and Abilities Required

1. Knowledge of federal and state laws affecting child support and applicable areas of civil law.
2. Knowledge of Child Support Agency policies.
3. Demonstrated personal and professional integrity and ability to work well with others.

4. Ability to supervise and resolve complex problems when required.
5. Considerable ability to communicate effectively, both orally and in writing.
6. Ability to organize and set own and subordinates' work priorities.
7. Ability to work independently, exercise judgment, and effectively utilize authority.
8. Interviewing skills are required for eliciting sensitive personal information as well as for determining monetary issues.

Minimum Training and Experience Required

Desired training and experience include Bachelor's degree in Business Administration, Social Work or related academic discipline with three to five years of child support agency management experience. NOTE: Equivalent combination of education, supervisory experience and directly applicable work experience that provides equivalent knowledge, skills, and abilities may be considered.

*This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the person so classified and are subject to change by the County without notice.