

HALL COUNTY CHILD SUPPORT CASE WORKER

NATURE OF WORK

This is specialized para-professional work involving the management of assigned child support cases with the Hall County Attorney Office.

An employee in this class is responsible for the investigation of intrastate and interstate non-support complaints; case preparations; interviewing of complainants and non-custodial parents; non-custodial location; calculation of support payment based upon child support guidelines; enforcement and modification; and the initiation of legal mandates for child support where none exist.

Work involves responsibility for the performance of complex legal work that requires the application of technical knowledge and personal judgment to a variety of legal area involving child support enforcement, establishment of paternity, and collection of legal judgments. Work is performed within the limit of established state and federal laws and agency policies and procedures. General supervision is provided by the office manager and child support attorney, but considerable latitude for exercising independent judgment is permitted because of the advanced knowledge of legal methods and procedures that is required.

EXAMPLES OF WORK PERFORMED

Receives and reviews referrals from the Department of Health and Human Services or applicants to establish paternity and/or child support orders and/or to enforce an existing order.

Receives and reviews referrals from initiation jurisdiction to establish paternity and/or child support orders.

Reviews files for appropriate enforcement action on child support orders in a timely manner.

Schedules genetic testing appointments.

Interviews clients to complete necessary papers for filing in court; determines appropriate follow-up.

Receives and processes referrals for location of non-custodial parents in non-support claims, using investigative techniques and range of state, federal and other resources; develops new leads as case develops.

Interviews non-custodial parent in order to provide information concerning legal obligations and resources; determines non-custodial parent's income, expenses and ability to pay child support.

Assists child support attorney by preparing petitions and other legal documents for civil action; files garnishments, attachments, liens, and orders to withhold; obtains income withholding in efforts to enforce orders; determines arrearages.

Assists child support attorney in securing court orders, income withholdings, garnishments and other legal remedies.

Attends staff meetings to discuss assigned cases, work progress, problem cases, and/or program policy and procedure; participates in staff training sessions as required.

Reports statistical information to the State of Nebraska on a quarterly basis.

Travel to meetings and training as required.

Updates computer database as needed.

Receives and answers telephone and written inquiries from custodial and on-custodial parents regarding the child support program.

Coordinates unemployment compensation garnishments and voluntary assignments

Performs related work as assigned.

Performs cross-training of 'examples of work' and 'related work assigned'.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of modern office practices, methods and procedures.

Working knowledge of mathematics used in the calculation of child support arrearages, support obligations and support enforcement fees.

Some knowledge of techniques of investigations, research and resource identification, an interviewing principles used in obtaining paternity and financial information.

Some knowledge of the basic purposes and operations of the Unemployment Insurance Program, federal and state tax refund process and the worker's compensation program.

Some knowledge of the Nebraska judicial system and the processes of the district court clerks and county attorneys.

Ability to understand and apply federal and state laws, program policies and procedures, and court directives.

Ability to understand and follow complex oral and written instructions.

Ability to collect, organize and present facts, clearly and concisely.

Ability to communicate effectively with agency staff, attorneys, district clerks, judges, non-custodial parents, clients and other persons concerned with child support enforcement activities.

Ability to develop and conduct investigations and observe and follow-up leads and material relevant to the support cases.

Ability to establish and maintain effective working relationships with the public, co-workers, court and law enforcement officials.

Ability to exercise independent judgment in the selection of enforcement remedies for child support cases.

Ability to select and use appropriate legal documents and prepare legal documents and correspondence to initiate, implement or modify orders of support.

Ability to organize and prioritize workload to meet assigned time frames and adapt to changes in policy, procedures and work assignments.

Ability to travel as required for agency business.

Ability to use computer and related equipment for data input, retrieval and work processing.

English language proficiency.

PREFERRED EDUCATION AND TRAINING

Associates degree with specialization in paralegal studies, accounting, business or public administration, education, behavioral or social sciences or related areas. (Qualifying experience as described below may be substituted on a year-for-year basis for the associated degree or education.)

OR

Possession of a high school diploma or a GED certificate plus two years of employment in one or more of the following areas of qualifying experience:

1. Technical or paraprofessional experience in such areas a resource or financial investigation, child support enforcement, the practice of law and its enforcement, administration of justice, comparable criminal or civil investigations, or closely related areas.
2. Clerical work in child support enforcement activities.

SPECIAL NECESSARY REQUIREMENT

Qualified to become a notary public.

Payscale:

FY/Increase	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10
24-25 3.0%	18.68	19.26	19.83	20.42	21.03	21.66	22.31	22.98	23.66	24.36