

CLASSIFICATION SPECIFICATION



CLASSIFICATION: Case Manager I/II
ALLOCATION: Child Support Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: January 2001
REVISED: January 2010

JOB SUMMARY:

Performs a wide variety of child support duties consisting of maintaining a caseload; reviewing cases and payment records for compliance and initiating remedial steps to assure compliance; locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations, including determining the ability to pay and resolving payment problems and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

Positions in this class are flexibly staffed and are normally filled by advancement from the Case Manager I level if incumbents have met the minimum qualifications and have demonstrated the ability to perform the responsibilities required at the higher performance level.

Case Manager I:

Under immediate supervision incumbents learn County policies and procedures and state and federal laws, rules and regulations related to child support activities. Incumbents at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. As experience is gained, and requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised; and are performed under general supervision. This is the entry para-professional level in the case management child support class series.

Case Manager II:

Under limited supervision this is the working level class in this series, fully competent to independently perform child support case preparation and management. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. The sensitive nature, diversity and scope of responsibilities required by this level of legal support involve the frequent use of tact, discretion, initiative and independent judgment. This class is distinguished from the Case Manager I by the expectation to work independently with minimal supervision. This is the full journey para-professional level in the case management child support class series.

CLASS CHARACTERISTICS:

This position reports directly to a Supervising Case Manager. This class is distinguished from Supervising Case Manager in that the later is the first full supervisory level in this child support class series.

Incumbents have discretionary ability to obtain highly confidential information from a wide variety of sources, which must be used only for business purposes. Misuse of such information is subject to criminal and civil action.

EXAMPLES OF DUTIES:

Essential:

Case Manager I:

- Interviews complainants, absent parents, family members, employers, defendants, witnesses and other interested parties concerning family support matters; verifies information shown on application forms.
- Explains and initiates support agreements with absent parents and enforces existing support orders. Takes steps to establish paternity and establishes child support and arrears payments.
- Under supervision of an attorney, prepares and files petitions or complaints in order to obtain support orders.
- Explains California child support regulations and the calculations of support payments to custodial, non-custodial parents and others and provides necessary information.
- Provides general information to the public; makes referrals to appropriate agencies regarding enforcement of criminal and civil procedures, visitation and related domestic problems.
- Initiates correspondence to individuals, public and private organizations and local, state and federal agencies to obtain documentary evidence of income and other sensitive information.
- Contacts persons or agencies for information regarding validity of case data and information pertinent to the whereabouts of absent parents.
- Evaluates income and expense data of custodial and non-custodial parent to determine support capability; reviews financial history to determine arrears obligation.
- Determines the appropriateness of case transfer to another jurisdiction or closure.

- Orders, prepares, completes and submits legal documentation in order to establish and/or enforce court orders, including but not limited to orders of examination, contempt citations, writs of execution, wage assignments, summons, complaints, liens, default judgments, orders, notice of motions and warrants; provides for the service of legal process papers.
- Prepares daily logs and evidence for legal staff; review cases and make recommendations for appropriate legal actions; may testify in court regarding case records.
- Monitors, maintains and updates case files; monitors compliance and initiates appropriate enforcement actions.
- Codes, inputs and updates cases in the automated database system with all actions taken.
- Organizes caseload so that necessary case documentation is updated and filed properly within specific time limits established by regulation and local policy.
- Researches, analyzes, reconstructs and audits case history.
- Communicates, develops and maintains contacts in person, by telephone or in writing with petitioners, respondents, out-of-state agencies, local businesses, other departments and agencies to obtain and provide information.
- Confers with defendants or in-house attorneys to arrive at a settlement prior to trial.
- Prepares cases for court action by assembling necessary documents.
- Adheres to the standards of the Privacy Act of 1974, {U.S.C. SS 552 A} as amended; maintains and enforces all aspects of confidentiality of client information.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May be required to drive a personal or County-owned motor vehicle.
- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer, and/or media relations.

EMPLOYMENT STANDARDS:

Knowledge of:

Case Manager I:

- The use of specified computer applications involving word processing, data entry and/or standard report generation.
- Techniques for interviewing and gathering information from a varied population.
- Mathematics sufficient to interpret parent income and expense information and to calculate support payments within program guidelines.
- Business letter writing and the standard format for typed materials.
- The structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Business arithmetic.
- Record keeping principles and practices.
- Principles and processes for providing customer and personal services. This includes customer needs assessment and meeting quality standards for services.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Case Manager II (in addition to the above):

- Laws, rules, regulations, procedures, documents and terminology related to family law and child support activities.
- Legal requirements affecting the processing of child support cases.
- Principles, methods and techniques of effective interviewing to gain information from applicants and case management.
- Methods, techniques and resources of locating persons and investigative research.
- Forms, terminology and procedures necessary for obtaining court orders.
- Child Support transactions, fiscal records and book keeping.
- Specific computer applications related to the work.

Skill in:**Case Manager I:**

- Interpreting financial information and making accurate mathematical calculations.
- Establishing, maintaining, researching and verifying office files and information.
- Organizing own work, setting priorities and monitoring files to meet critical deadlines.
- Preparing clear and concise reports, correspondence and other written materials.
- Interviewing and obtaining accurate information from a diverse customer population.
- Communicating clear and accurate information regarding custodial and non-custodial parents to attorneys.
- Resolving problems as required within procedural guidelines.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Interpreting and explaining complex rules, regulations, procedures and technical information involving child support activities.
- Entering data into a computer system with speed and accuracy.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Case Manager II (in addition to the above):

- Reading, understanding, interpreting, applying and explaining laws and legal procedures.
- Analyzing information and situations, using sound independent judgment to make decisions and determine appropriate courses of action, including working closely with attorneys assigned to the child support function.
- Interpreting, applying and explaining applicable legal office terminology, forms, documents and procedures in the course of the work.
- Organizing, managing, monitoring cases and maintaining accurate files, records and statistics.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Using initiative and independent judgment within established procedural guidelines.

Ability to:**Case Manager I:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Use patience, tact and courtesy.
- Learn and apply proper interviewing techniques and applications.
- Learn to plan and maintain adequate records and procedures.
- Learn to understand and apply complex laws and regulations affecting child support activities.
- Learn to work independently in the absence of direct supervision; organize, plan and prioritize work, develop specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.
- Learn to analyze, evaluate and process data from an extensive case load while ensuring compliance time frames and regulatory requirements.
- Learn to analyze situations quickly and objectively and to determine proper course of action.
- Learn to process a high volume of work amid interruptions.
- Learn to detect and evaluate potential fraudulent situations.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Add, subtract, multiply or divide quickly and accurately and identify the appropriate mathematical method or formula to solve a problem.
- Take action on controversial issues that may conflict with personal values and interact with customers in a non-judgmental manner.
- Continuously, review case documents related to child support activities; observe customers during interviews; identify necessary documentation needed per legal requirements; problem solve case status and developments; understand and interpret Department policies and procedures; explain operations to the public.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Type at a rate of 35 net words per minute from printed copy.

Case Manager II (in addition to the above):

- Effectively manage an extensive and complex caseload.
- Prepare and assemble necessary documents for court action when required.
- Process a high volume of work amid interruptions.
- Detect and evaluate potential fraudulent situations.
- Confer effectively with in-house attorneys and defendants regarding support arrangements settlements.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- May require ability to drive a motor vehicle.
- Strength to occasionally lift boxes weighing up to 25 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.
- May work in potentially violent, offensive or highly charged emotional environments.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

Licenses and Certification:

- Specified positions may require the ability to obtain a valid California Class C driver's license within ten (10) days of employment.

Special Requirements:

- May be required to work a flexible shift to include evening and weekend hours.
- Possession of a recent (less than one year old) valid typing certificate as proof of typing skills at 35 net words per minute from printed copy is required.

Education and Experience:

CASE MANAGER I:

MINIMUM: Graduation from high school and two (2) years of increasingly responsible experience performing office support, collections, credit, lending duties, investigations, or interviewing clients which would have involved significant public contact with customers.

OR

Graduation from high school and (1) year of increasingly responsible experience in a public agency or legal agency equivalent to the County's class of Office Assistant II, Legal Office Assistant II, or Accounting Assistant II.

PREFERRED: Two (2) years of college (60 semester units) from an accredited college or university with major coursework in a field related to administration of justice, human services, behavioral, social sciences or a closely related field and at least one (1) year of increasingly responsible experience in a child support agency or social service agency equivalent to the County's class of Child Support Technician, Eligibility Technician II or Program Assistant.

CASE MANAGER II:

MINIMUM: Graduation from high school and two (2) years of experience at a level equivalent to the County's class of Case Manager I.

PREFERRED: In addition to the minimum two (2) years of college (60 semester units) from an accredited college or university with major coursework in a field related to the administration of justice, human services, behavioral or social sciences or a closely related field and two years of experience at a level equivalent to the County's class of Case Manager I.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval: Tina Taylor
Date:

Signature: _____

Personnel Approval: Michelle Ridgeway
Date:

Signature: _____