

CLASSIFICATION SPECIFICATION



CLASSIFICATION: Deputy Director of Child Support Services
ALLOCATION: Child Support Services
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: July 2016

JOB SUMMARY:

Under administrative direction, assists the Director of Child Support Services in managing, coordinating and directing assigned administrative activities and staff directly or through subordinate supervision within the Child Support Services Department; and perform related work assigned. This position acts on behalf of the Director of Child Support Services in his/her absence.

This is the management level in the child support case management series.

CLASS CHARACTERISTICS:

This position reports directly to the Director of Child Support Services. Assignments are presented in terms of board practice, precedents, policies and goals. This class is distinguished from the Director in that the latter has overall management responsibility for all departmental activities and functions and establishes department vision, goals, policies, practices and procedures.

EXAMPLES OF DUTIES:

Essential:

- Assist in developing and establishing policies and procedures in compliance with federal and state mandated programs; design and implement goals, objectives, policies and work standards for area of assignment; establish schedule and methods for case processing.
- Coordinate the activities and services of all divisions within the department, County departments, the courts and State and Federal agencies to meet the mandated mission of the department; represent the department and the County in meetings with representatives of such agencies.
- Supervise, assign, plan, review and evaluate the work of assigned professional, technical and clerical staff directly or through subordinate supervisors; recommend the selection of staff; implement department policies, procedures, and service standards in support of county and departmental initiatives; evaluate staffs' job performance; provide direction and coaching, through regular feedback sessions; create individual development plans with employees; discuss job performance problems to identify causes and issues, and to work on resolving problems; recommend discipline and implement discipline procedures as needed/directed.
- Design and implement various organizational development and employee training programs; train staff in work procedures.
- Interpret Federal, State and County policies and procedures to employees and ensure programs are in compliance with laws, rules, regulations and procedures; ensure consistency of operations and resolution of issues; confer with staff and provide technical assistance and guidance regarding difficult case problems; provide information to customers and the public in person and other the telephone.
- Investigate, review and resolve complaints from petitioners, respondents and other individuals and groups; review documentation, question parties as necessary and render equitable decisions.
- Participate in complex fiscal accounting activities for assigned departmental budgets; review, monitor and analyze the activity of assigned revenue and expense accounts; establish internal accounting controls; assist in the preparation of the department's State and Federal budgets; make recommendations regarding budget and program issues and implement appropriate cost recovery or expense reduction policies to maintain balanced budget.
- Direct the planning of work, setting of schedules and development of controls to ensure that short and long-range goals of the department are accomplished.
- Monitor changes in legislation that may affect department operations; evaluate their effect upon departmental activities and recommend appropriate policy and procedure modifications.
- Prepare or review a variety of narrative and/or statistical reports, analytical studies, correspondence, agenda items, policy papers, presentations and other written materials; review or develop reports of findings, alternatives and recommendations; make presentations before the Board, other agencies, committees, the public, etc.

- Maintain or direct the maintenance of accurate records and files; ensure the security of confidential records.

Important:

- Serve as Director of Child Support Services on a relief or as-needed basis.
- Act as department representative in emergency or disaster response activities.
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and regulations related to the child support function, including the establishment of paternity and the clarification of rights of custodial and non-custodial parents.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation and employee training and discipline.
- Applicable laws, codes and regulations.
- Principles and practices of government budget development and administration, financial forecasting and analysis.
- Methods, principles and practices of effective conflict resolution.
- Principles and practices of records management.
- Correct business English, including spelling, grammar and punctuation.
- Standard office practices and procedures.
- 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.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Training others in policies and procedures related to the work.
- Project management.
- Preparing clear, concise and accurate reports, correspondence, procedures and other written materials.
- Maintaining or directing the maintenance of accurate records and files.
- Using initiative and independent judgment within general policy guidelines.
- Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- 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.

Ability to:

- Organize own work, manage multiple projects/programs and meet critical deadlines.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.
- Collaborate on topics that are sensitive in nature, involving many stakeholders with competing interests.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Interpret, apply and explain laws, codes and regulations to a variety of individuals.
- Communicate information and ideas in a manner others will understand.
- Interact with others and demonstrate sensitivity to their needs in order to establish and maintain a supportive and professional working relationship.
- Work within a team framework, both as a leader and a member.

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.
- Mobility to drive a motor vehicle to attend meetings or visit various work sights.

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 be required to travel to various worksites or locations within the County.
- Occasionally may be required to travel for meetings or conferences outside normal business hours.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources 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:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Attend meetings outside of normal working hours.
- Respond to emergency situations during weekends, holidays and other off-hours shifts.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: An Associate's Degree in business or public administration, social science, criminal justice or a field related to the work and six years of progressively related child support case management experience which includes at least two years of supervisory experience in child support service programs. *Candidates with strong experience who lack the degree are encouraged to apply.*

PREFERRED: In addition to the minimum, a Bachelor's Degree in business or public administration, social science, criminal justice or a related field and additional years of supervisory or management experience in a California child support services agency.

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:
Date:

EEOC: A
WC: 9410

Human Resources Approval: Analyst
Date:

Signature: _____

Signature: _____