



CHILD SUPPORT CASE MANAGER

5129

GENERAL DESCRIPTION OF CLASS

The CHILD SUPPORT CASE MANAGER (CSCM) establishes, modifies and enforces child support orders by deciding needed action, initiating and authorizing administrative and judicial legal action and preparing cases for hearing. The CSCM reads and interprets child support orders and other legal documents as they relate to the child support case. The CSCM conducts investigations to establish paternity, locate the non-custodial parent, determine the ability to pay, analyze account records, and distribute child support payments. The CSCM provides case management services as they relate to child support cases.

The CSCM may act as a generalist with responsibility to perform all or most of the major duties or may specialize in a given area depending on the organizational structure of work. The CSCM may answer day-to-day questions and provide technical peer training for other CSCM's in addition to performing ongoing activities.

DISTINGUISHING FEATURES

This is the second level of a three-level series. Increased responsibility for independent decisions and the responsibility to provide the full range of child support services distinguish it from the first level. It is distinguished from the higher level by lack of responsibility to act as a program liaison with outside organizations, to serve as a Region Trainer or to serve as a Region's technical expert for the most complex cases.

CHARACTERISTIC DUTIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below in addition to other related duties.

1. Child Support Orders

Identify cases needing a support order by reviewing case documentation, completing legal forms, gathering income information, and performing support calculation to establish support order. Request, review and evaluate paternity affidavits for accuracy and information necessary to initiate action, including obtaining sworn statements. Once documents are received, complete and file legal documents to establish paternity. Receive modification requests verbally or in writing. Approve or deny requests based on requirements. If request is approved, decide the type of modification process needed and file modification order

Identify forms necessary to establish or modify an order. Investigate noncustodial parents' assets, employment and availability of health insurance to decide ability to pay. Gather wage information from parties to the support case, computer sources, administrative subpoena and Oregon Wage Guide. Use information and research and apply child support guidelines to calculate correct support obligation. Prepare and notarize forms for service. If not contested, enter final order into the court system. Access computer screens and update information. Upon receipt of a hearing request, prepare the case for hearing by scheduling depositions, obtaining financial or medical records, developing witness lists, and coordinating the appearance of witnesses. Act as the agency representative to explain the agency's actions at the hearing.

Obtain and verify information to assist in enforcement of child support orders. Investigate noncustodial parent's assets and employment. Assess the ability to pay child support and availability of health insurance. Analyze financial records for collection potential. Decide and initiate the appropriate collection method. Contact debtor to decide ability to pay or appropriateness of contempt action.

When the noncustodial parent lives in another state, provide full range of interstate child support services. This includes, developing cooperative working relationships with other states' district attorneys, private attorneys, and child support program representatives; addressing procedural questions with the public; respond to requests for information; participating in out-of-state administrative hearings; and coordinating the collection with out-of-state support agents or district attorneys.

2. Accounting

Review cases with agents, attorneys, other states and customers. Read and interpret court child support orders and order modifications. Assure that money is applied to the correct case by reconciling computer case lists to account balances. Take action to bring accounts into balance. Review information document for credit and debit satisfactions and adjust case. Audit cases by requesting information, completing an accounting, applying complex rules and laws and providing a report of audit results.

Manually distribute child support payments to appropriate accounts by researching case specific information, reports and applying federal laws, Oregon laws and rules, agency policies and procedures. Make certain payments are properly disbursed by evaluating reports and deciding the release or hold of money. Enter data to adjust computer records to comply with court and administrative hearing officer orders. Audit support records to verify accuracy of any State agency claims against child support. Analyze account accruals and distribution of child support records to verify proper distribution of public and private money. Respond to telephone calls from program participants, enforcement agents, attorneys, employers, state agencies or other jurisdictions. Explain accounting procedures, federal requirements and federal and state laws.

3. Case Management

Interview customers to gather information and gain cooperation to establish and enforce paternity and child support orders. Assess the relationship and services needed between the non-custodial parent and his/her children. Identify potential barriers that would prevent the non-custodial parent from providing child support. Assist in resolving the needs of the non-custodial parent by suggesting community resources that help obtain employment and life skills. Coordinate with community resource workers to monitor progress of non-custodial parent and continue to identify barriers to payment of child support orders. Refer customer to community resource agencies that may assist in helping to meet child support responsibilities. Work with public and private agencies to encourage and support family self-sufficiency. Identify when child support enforcement actions might increase the potential for domestic violence and work with other agencies to assure family safety. Use enforcement remedies to meet plan outcomes.

4. Miscellaneous

Plan and lead child support education workshops with state, community and school agencies (e.g., teen parent and Women, Infant, and Children programs). Research and respond to inquiries from the public, other jurisdictions and private organizations. Assist manager or higher level Child Support Specialist in complex cases. Explain regulations, laws and procedures. Participate in staff training.

Provide technical training to CSCM (Entry) and other CSCM's. Take action on written correspondence from customers. Adhere to confidentiality policies.

RELATIONSHIP WITH OTHERS

The CSCM has daily telephone and in-person contact with obligors, obligees, or their attorneys, and employers to exchange information and resolve child support issues. There is regular telephone and in person contact with other State, county and private agencies to exchange information related to child support issues. When handling an interstate case, there is daily contact with support enforcement personnel from other states. There is frequent contact with judges, hearing officers, and attorneys.

SUPERVISION RECEIVED

The CSCM reviews assigned cases from the computerized child support case management system, identifies needed actions, prioritizes job tasks and works independently to process cases through to completion. Employees review their own work for accuracy and compliance with established court and other legal deadlines, guidelines, policies and procedures.

The CSCM reviews problem cases with a leadworker, Child Support Specialist, staff attorney, or supervisor. The supervisor, through a leadworker, periodically reviews and evaluates work for quality, timeliness, and compliance with State and Federal statutes and guidelines and with agency policies and procedures affecting child support and debt collection. Work is monitored through periodic production reports and caseload audits. Oregon Revised Statutes and Administrative Rules pertaining to child support, and Department and office policy and procedures guide the work.

GENERAL INFORMATION

Periodic instate travel is required including some overnight trips and travel in inclement weather.

KNOWLEDGE AND SKILLS (KS)**Knowledge:**

General knowledge of research techniques including electronic search methods.
General knowledge of the principles of work organization and simplification.
General knowledge of mathematics and bookkeeping methods.
General knowledge of techniques for problem resolution, providing information, and collecting and organizing data.
General knowledge of personal computers and associated software products.
General knowledge of statutes, regulations, policies, procedures and guidelines of programs administered by the agency.

Skills:

Skill in assessment, barrier identification, and resource referral case management activities.
Skill in accurately maintaining records.
Skill interviewing, obtaining information, negotiating, and reaching agreement.
Skill explaining information clearly about statutes, rules and regulations.
Skill exercising judgment and discretion in applying rules and policies to situations that may not be routine.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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