



CHILD SUPPORT SPECIALIST

5132

GENERAL DESCRIPTION OF CLASS

The CHILD SUPPORT SPECIALIST (CSS) serves as the Child Support Program liaison with District attorneys, Department of Human Services, Self Sufficiency Program (SSP), Child Welfare (CW), Oregon Youth Authority (OYA), out-of-state agencies and other public and private organizations who provide services to agency customers. The CSS provides direction and technical assistance to Child Support Case Managers and other classifications for resolving unusual case handling problems and/or acts as a Child Support Program Trainer or Procedure Writer.

DISTINGUISHING FEATURES

This is the third level of a three-level series. It is distinguished from the lower level by the responsibilities to serve as a Child Support Program liaison with outside organizations, to serve as a Child Support Program Trainer or to serve as the Child Support Program's technical expert. Employees in this class do not perform case management duties on a regular basis.

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. Program Liaison and Outreach

Contact community and State agencies to present and explain information about the Child Support Program. Develop and maintain collaborative working relationships and interagency agreements. Plan, coordinate and conduct or lead Child Support Program education workshops. Develop and maintain systems with public service agencies that promote family self-sufficiency and improve family dynamics such as non-custodial parent resource referral. Research and respond to inquiries from the public and other jurisdictions and private organizations. Handle official constituent concerns identified by elected officials or agency administration by researching, responding to and resolving complex issues and complaints regarding child support cases. Act as a resource to district attorney child support staff by staffing cases and providing specific case information.

Develop educational brochures and other education materials to be utilized by child support partners. Advise, oversee, and present child support information for child support displays and booths at agency conferences and community fairs. Coordinate and monitor child support community activities. Develop and implement a community educational outreach plan.

2. Technical Resource

Act as a Child Support Program technical expert by researching and answering complex technical questions, which are or may be precedent setting. Provide direction and technical assistance to other staff on resolving unusual or complex case handling problems.

3. Child Support Program Trainer

Coordinate with the Central Training Unit to address Child Support Program training needs. Develop program-related curriculum and make presentations on aspects of the Child Support Program to staff, to other state and county agencies and to the community. Arrange for non-technical training. Attend train-the-trainer sessions and then provide the technical training to local staff.

4. Miscellaneous

Assist managers with projects. Identify Child Support Program issues to be addressed by legislation or rule/policy changes. Survey Child Support Program participants and child support partners to gather information and make recommendation for procedural or policy changes. Develop new approaches for creating community partnerships. Design and draft preliminary technical memorandums, reports, contract statements, and grants. Monitor and evaluate Child Support Program services. Research and develop options for improved services. Explain regulations, laws and procedures. Participate in staff training. Adhere to confidentiality policies.

RELATIONSHIP WITH OTHERS

The CSS is the primary contact person with public or private groups outside of the Division. There is daily contact with Division staff and management by phone or in person. The CSS has contact with parties in a child support case or their representatives to resolve support issues.

SUPERVISION RECEIVED

The CSS works under general supervision and seeks guidance on complicated or unclear situations. Work is reviewed by a process which includes monitoring of reports that pertain to the work performed by the position, observation of performance by management, and feedback from involved partners. With minimal supervision, the CSS has authority to commit the Division or local office to new approaches to the Child Support Program with community partners.

GENERAL INFORMATION

The CSS is periodically required to travel instate 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 adult learning techniques.
General knowledge of personal computers and associated software.
General knowledge of the principles of work organization and simplification.

Skills:

Skill to independently identify problems and provide resolution methods.
Skill in interpreting and applying Federal and State rules and regulations, policies and procedures.
Skill in making independent decisions.
Skill in clear verbal and written communication.
Skill communicating technical information to a lay audience.
Skill in developing and maintaining harmonious working relationships with agency staff and community resource staff.

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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STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division