



## CHILD SUPPORT CASE MANAGER (ENTRY)

5128

### GENERAL DESCRIPTION OF CLASS

The entry level Child Support Case Manager (CSCME) working with higher-level staff learns how to establish, modify, and enforce child support orders. The CSCME receives formal and informal training and on-the-job experience with close technical oversight. As training and competence progresses, the employee takes on increasing independence to complete more complex tasks.

### DISTINGUISHING FEATURES

The CSCME is the underfill and training and development class for the next higher class of Child Support Case Manager positions. The limited nature of the assigned work and the on-the-job training and guidance given distinguish this class from the Child Support Case Manager. The agency decides the training period based on the individual's background, success in training classes and level of proficiency as assignments increase in difficulty. Upon completion of the training and meeting the minimum qualifications of the CSCM, employees are placed in the CSCM classification.

### 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 duties related to child support cases. All duties are performed with technical oversight by a higher level Child Support Case Manager.

#### 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. Under the guidance of a CSCM, 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; responding to requests for information; participating in out-of-state administrative hearings; and coordinating 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. Under the guidance of a CSCM, audit cases by requesting information, completing an accounting, applying complex rules and laws and providing a report of audit results. Explain account activity.

## **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**

Research and respond to inquiries from the public, other jurisdictions and private organizations. Explain regulations, laws and procedures. Participate in staff training. Take action on written correspondence. Attend intensive program and technical training. Learn and practice basic caseload management techniques. Adhere to confidentiality rules and policies.

## **RELATIONSHIPS WITH OTHERS**

The CSCME 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. There is frequent contact with legal professionals to explain child support program requirements. The CSCME works closely with higher level CSCM to learn the duties of the position.

**SUPERVISION RECEIVED**

The CSCME receives daily technical oversight from a higher level CSCM or supervisor until basic competency is reached. Work is reviewed on a regular basis to assure adequate training outcomes and to adjust training curricula as needed. As proficiency increases, review decreases.

**GENERAL INFORMATION**

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

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

Basic knowledge of the principles of work organization and simplification.
Basic knowledge of mathematics and bookkeeping methods.
Basic knowledge of techniques to resolve problems and provide information
Basic knowledge of personal computers and associated software products

**Skills:**

Skill communicating information to a wide range of individuals.
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**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.

Adopted 7/01

Revised

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