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**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 30143**

**CHILD SUPPORT CASE MANAGER**

**OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES**

**EFFECTIVE**

Duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Child Support Case Manager may not perform all of the duties listed. However, it is mandatory that the first duty (I) be performed a minimum of 20% of the time.



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### Summary of Essential Duties

The primary purpose of the Child Support Case Manager position is to manage child support cases in accordance with federal, state and local laws and procedures. In addition, the employee processes appropriate documentation for child support cases and testifies in court if necessary.

#### Duties

Frequency: 70% +/- 10%

- I. Manages child support cases in accordance with federal, state and local laws and procedures, (e.g., reviews child support cases; recommends changes; tracks child support cases to ensure compliance; conducts investigations to locate absent parents; establishes paternity; enforces child support orders).

Frequency: 20% +/- 5%

- II. Processes appropriate documentation for child support cases.

Frequency: 5% +/- 1%

- III. Testifies in court if necessary.

Frequency: 5% +/- 1%

- IV. Keeps abreast of changes in child program, laws, policies and procedures.




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**KSA'S FOR THE  
JOB CLASSIFICATION OF  
CHILD SUPPORT CASE MANAGER**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
<b>I</b>	Computer operations (e.g., CRIS-E; SETS);* Office practices and procedures pertaining to child support programs;* Federal, State, and Local laws, rules, guidelines and regulations regarding child support programs; Intermediate level mathematical principles; Judgment Entries; Paternity test procedures; Investigative practices.	Typing/Word processing; Organization; Writing; Oral communication.	Perform a wide variety of interrelated or nonstandard procedural assignments; Perform intermediate mathematical operations (addition, subtraction, multiplication, and division of fractions, decimals, and percentages); Prepare correspondence; Gather, collate and summarize data; Explain legal or technical material to others; Use computers (e.g., CRIS-E; SETS); Determine if changes to child support are justified.
<b>II</b>	Computer operations (e.g., CRIS-E; SETS);* Federal, state, and local laws, rules, guidelines and regulations pertaining to child support programs; Office practices and procedures pertaining to child support programs;* Intermediate level mathematical principles.	Typing; Word processing; Oral communication; Organization; Writing.	Extract information from various sources; Prepare correspondence; Perform intermediate level mathematical operations; Read, copy and record figures; Use computers (e.g., SETS, CRIS-E).*
<b>III</b>	Federal, state, and local laws, rules, guidelines and regulations concerning child support programs; Office practices and procedures pertaining to child support programs;* Preparation of evidence for child support fraud cases in court; Expert witness practices and procedures.	Oral communication; Organization.	Explain legal or technical issues to others; Prepare evidence of child support fraud collected during the course of the investigation; Act as an expert witness.
<b>IV</b>	Federal, state, and local laws, rules, guidelines and regulations concerning child support programs.		Extract information from various sources.

(\*) Developed after employment.



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### **Minimum Qualifications**

Completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field.

- Or two years experience in performing child support functions to include conducting investigations to locate absent parents, establishment of paternity, and enforcement of child support orders.
- Or one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in case preparation techniques, one course or six months experience in techniques of writing, and one course or six months experience in typing, keyboarding or word processing.

**Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

### **Unusual Working Conditions/Hazards**

The position does not require any unusual physical effort or exertion. As most investigations are conducted in-house, there is usually no physical danger to the employee. Irate clients and other persons contacted in the course of the investigation could present a hazard. However, serious problems occur infrequently.