



Class Code: 1012
Date Est: 07/1988
Last Rev: 05/2016
Last Title Chg: 02/1998
FLSA: Non-exempt
Probation: 12 Months

CLASS SPECIFICATION

FAMILY SUPPORT SUPERVISOR

DEFINITION

Under direction, performs casework and supervises a team of Family Support Specialists in the Washoe County District Attorney's Office; reviews casework for compliance of policy, laws and regulations; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of experience determining eligibility for program participation or public assistance, which included interviewing, investigation and analysis of findings; OR one year experience equivalent to a Family Support Specialist in the Washoe County; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

None.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Family Support Specialist by its supervisory responsibility over incumbents in that class. Incumbents perform the full range of family support duties with minimal supervision, as well.

SUPERVISION EXERCISED

Exercises direct supervision over assigned technical and clerical support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned technical and support staff, including assist in staff selection; provide staff training in proper work methods and techniques; review work; conduct performance evaluations; implement discipline and conflict resolution procedures when necessary.

Analyze and resolve casework problems, ensuring that cases are processed in accordance with mandated timelines.

Evaluate legislative changes concerning child support and assess affect on current procedures; make recommendations to management on policy and procedural changes to implement changes.

Disseminate information and explain changes in child support law, department policies, and procedures to ensure the efficient and proper resolution of child support enforcement efforts.

Research system problems with automated system and coordinate with state IT staff to resolve programming problems; serve on statewide committee to review and revise the automated system.

Prepare and present case histories and recommendations for legal action in a judicial forum, on behalf of plaintiffs requesting child support, establishing a legal obligation and, when appropriate, adjudicate arrears and/or paternity to obtain fair and equitable child support orders.

Investigate complaints from clients regarding the service received and the handling of Child Support cases by determining the facts and circumstances surrounding the complaint and taking appropriate action to achieve a satisfactory resolution of the problem.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

State and local legislation/regulations relating to child support enforcement, requirements for payment and procedures for processing claims.

Legal process and case law required in Washoe County to establish, enforce and collect child support obligations.

Management information systems and software used in the assigned area.

Countywide personnel policies and procedures.

Ability to:

Prepare and present child support cases in a formal legal setting.

Select, supervise, and evaluate the performance of assigned staff.

Recognize and train staff in work methods and promote a safe working environment for employees and others.

Evaluate work priorities, procedures, and processes to determine effectiveness and efficiency.

Interpret and apply pertinent laws, regulations, policies, and procedures to establish, enforce, and collect child support obligations.

Entry Level *(Applicants will be screened for possession of these through written, oral performance or other evaluation methods.)*

Knowledge of:

Principles and practices of supervision.

Principles and practices of child support enforcement casework.

Interviewing techniques and methods of investigation.

Mathematics and account maintenance.

Ability to:

Read and interpret legal documents, laws, regulations, policies, and procedures.

Gather and analyze factual information.

Initiate appropriate legal action.

Write concise and accurate narrative reports.

Perform accurate mathematical calculations and basic accounts maintenance.

Communicate orally in a clear, concise manner.

Establish and maintain effective working relationships with those contacted in the course of work, including potentially hostile clients.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to work in standard office and courtroom environments. Ability to lift and move objects weighing up to 25 lbs. Ability to use modern office equipment including computers, telephones, calculators, copiers, and fax machines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.