

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1.

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.	
2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description CHILD SUPPORT SPECIALIST-A	10. Division Operations
5. Working Title (What the agency calls the position) Child Support Specialist - 12	11. Section
6. Name and Position Code Description of Direct Supervisor ; CHILD SUPPORT MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor BODELL, SEAN R; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Varies / M-F; 8a-5p
14. General Summary of Function/Purpose of Position The senior support specialist in case management serves as an expert client/customer services representative for complex and difficult case specific problem resolution: and a liaison and resource person for statewide troubleshooting and problem resolution pertaining to program-wide and is position is the lead worker for six to twelve experienced-level child support specialists engaged in case initiation and case management. The lead worker performs the full range of advanced-level support specialist duties. The lead worker exercises considerable independent judgment in using, interpreting and applying the rules/regulations/laws/policies and procedures established for the Title IV-D Child Support Enforcement Program. The senior worker is responsible for overseeing the work of other professional child support practitioners, monitoring work flow and coordinating with the IV-D Prosecuting Attorney and Friend of the Court Agencies regarding cases being managed by the specialist in their respective unit.	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage: 40**

Serves as a statewide expert client/customer service troubleshooter fielding the most difficult, complex and non-routine questions from clients and PA/FOC. Performs the duties of an advanced-level child support specialist. Advises subordinates on strategies, techniques, and methods for handling the most complex cases in the caseloads

Individual tasks related to the duty:

- Receives inquiries forwarded from support specialists involving the most complex problems and difficult cases.
- Reviews IV-D cases (both TANF and non-TANF) to determine the type and appropriateness of child support action.
- Investigates the accuracy of information provided by clients.
- Verifies all parental relationships and prepares referrals to the appropriate legal agency to obtain child and spousal support.
- Authorizes all disbursements for child support moneys in relation to public assistance.
- Locates non-custodial parents through local, state and federal searches according to established policy and procedures.
- Assumes responsibility for the accuracy of locating information.
- Maintains a follow-up on all referrals sent for legal action.
- Confers on a regular basis with child support enforcement agencies to discern the above agencies' work progress.

Duty 2

General Summary: **Percentage: 30**

Monitors subordinate workflow, maintain records and prepare activity reports. Oversees the work assignments and training of subordinate child support specialists.

Individual tasks related to the duty:

- Maintains records, prepares, and summarizes reports and correspondence related to staff and management assignments.
- Troubleshoots complex issues and resolves problems related to case management, MiCSES and associated business practices.
- Reviews work assignments of subordinate child support specialists.
- Establishes priorities in assignments.
- Coordinates activities and resolves related work problems.
- Explains and interprets rules, regulations, policies and procedures.
- Coordinates with OCS Training Unit Staff in the design of training agendas and materials to train IV-D staff and other MDHHS or county staff regarding child support processes and procedures.

Duty 3

General Summary: **Percentage: 10**

Undertakes special projects pertaining to program operations and performs variety of administrative functions to support the efficient and effective operations of Case Management unit.

Individual tasks related to the duty:

- Speaks to community groups, schools, and other interested parties regarding the establishment of paternity and child support enforcement.
- Acts as a resource person on IV-D matters for subordinate staff with county offices and staff.
- Participates in program/administrative meetings.
- Attends and participates in work improvement teams and process improvement teams, MiCSES user groups and other such feedback and focus groups.

Duty 4

General Summary: **Percentage: 10**

Represents OCS in responding to high profile and/or sensitive inquiries from the public, elected officials and county government, advocacy groups and stakeholder groups at administrative hearings.

Individual tasks related to the duty:

- Receives incoming inquiries and complaints from high-profile and or politically sensitive points of contact.
- Researches issues/complaints. gathers facts, frames issues, identifies resolutions and drafts responses for such inquiries.
- Follows up on problem resolutions proposed in response to high profile inquiries to ensure follow through and appropriate outcomes. Take actions to promote positive public and stakeholder relations for the statewide child support program.

Duty 5

General Summary: **Percentage: 5**

Researches and analyzes issues and problems pertaining to system implementation and program operations that result in problems in case management for Child support Specialists and program partners. Such issues tend to not be case specific. Yet may arise from a specific case and present a trend impacting many cases.

Individual tasks related to the duty:

- Undertakes research on statewide issues stemming from program and systems operations. Studies and evaluated policies, business practices and other guides and identifies solutions to problems.
- Resolves complex problems that develop in the member merge and case merge processes.

Duty 6

General Summary:

Percentage: 5

Performs other related duties as assigned.

Individual tasks related to the duty:

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions include determining the best source of information to respond and resolve a legislative or citizen inquiry. Choices impact the accuracy and speed of the response, which often involves money due to a custodial parent. The senior worker also independently makes decisions regarding advice and suggestions to other practitioners to aid in resolving complex case management issues.

17. Describe the types of decisions that require the supervisor's review.

Issues that are out of the ordinary and/or require additional resources not available.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Standard office/ desk environment. The position requires extensive work on computers

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
	CHILD SUPPORT SPECIALIST-E P11		CHILD SUPPORT SPECIALIST-E P11
	CHILD SUPPORT SPECIALIST-E P11		CHILD SUPPORT SPECIALIST-E P11
	CHILD SUPPORT SPECIALIST-E P11		
Additional Subordinates			

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

<input type="checkbox"/> N	Complete and sign service ratings.	<input type="checkbox"/> Y	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> Y	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> Y	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> Y	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> Y	Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

The position description is accurate as written.

23. What are the essential functions of this position?

Essential duties can change as the work environment changes. Therefore, essential duties will be determined as needed to assist in the evaluation of reasonable accommodation requests

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The function of the Office of Child Support is to administer the Child Support Enforcement program as defined by the Social Security Act, Title IV-D; state laws and departmental and agency policies and procedures. The case management (senior worker) is the frontline service provider that initiates and opens cases and refers cases to the appropriate county agency for further action, and advises other child support specialists on appropriate actions in the most complex cases. This position responds to and handles the most difficult and complex customer service inquiries from across the state and works on statewide problems that develop as a result of program operations and / or systems implementation.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree with at least 30 semester (45 term) credits in one or a combination of the following human service areas: social welfare, social work, sociology, psychology, family ecology, family life education, community services, family and child development, guidance and counseling, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted.

EXPERIENCE:

Child Support Specialist 12
 Three years of professional experience involving child support collection actions equivalent to a Child Support Specialist, including one year equivalent to a Child Support Specialist P11.

Alternate Education and Experience

Child Support Specialist 12

Possession of a Bachelor's degree in any major and at least four years of professional case management experience in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

Knowledge of the principles and practices of federal and state child support policies and financial assistance programs.

Knowledge of procedures and forms used to secure child support. Knowledge of interviewing techniques and methods for obtaining and communicating information.

Ability to effectively communicate with others.

Ability to travel as necessary.

Ability to interpret and apply laws, rules and regulations.

Ability to analyze and evaluate variety of information.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date