

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

<b>Position Code</b>
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## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> MDHHS-DPT OF HUMAN SVC CNTL OF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Child Support
<b>4. Civil Service Position Code Description</b> CHILD SUPPORT SPECIALIST-E	<b>10. Division</b> OPERATIONS
<b>5. Working Title (What the agency calls the position)</b> CHILD SUPPORT SPECIALIST	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> ; CHILD SUPPORT MANAGER-3	<b>12. Unit</b> CASE MANAGEMENT
<b>7. Name and Position Code Description of Second Level Supervisor</b> BODELL, SEAN R; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> Detroit or Lansing / M-F; 8-5

**14. General Summary of Function/Purpose of Position**

For all cases covered under Title IV-D of the Social Security Act, the Case Management Child Support Specialist opens and initiates cases, investigates to determine the correct legal action necessary to secure child support and continues action through to the entry of a child support order or closure of the IV-D case. This includes interviewing custodial parents receiving public assistance, locating absent parents, establishing paternity and initiating referrals for legal actions to the local Prosecuting Attorneys of Friend of the Court Agency. The Child Support Specialist acts as a liaison between the local DHHS office, PA and FOC in matters pertaining to child support.

**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: 35**

Investigates, initiates, refers child support cases.

**Individual tasks related to the duty:**

- Reviews IV-D cases (both TANF and non-TANF) to determine the type of 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 relations 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: 25**

Serves as a point of contact for coordinating case information between custodial and non-custodial parents, DHHS staff, PA staff, FOC staff, SDU staff and others.

**Individual tasks related to the duty:**

- Establishes working relationships with local IV-A personnel, prosecutor staff, friend of the court staff and other service providers as required to carry out work policies, programs and objectives.
- Represents OCS in child support matters in departmental and court hears as required.
- Provides technical assistance to IV-A staff in matters where child support policy and regulations impact other public assistance case management situations.
- Participates in the planning process to improve program objectives and to accommodate regulation, law and policy changes.

**Duty 3**

**General Summary:** **Percentage: 20**

Cooperation determinations.

**Individual tasks related to the duty:**

- Interviews public assistance clients to elicit cooperation in securing support establishing paternity.
- Effectively handles sensitive issues and information, and applies appropriate interviewing techniques to gather necessary information from clients reluctant to pursue child support actions.
- Recommends appropriate financial sanctions in situations of non-cooperation.
- Follows up on non-cooperation and attends departmental hearings as necessary.

**Duty 4**

**General Summary:** **Percentage: 10**

Problem solving and client contact.

**Individual tasks related to the duty:**

- Disseminates information to clients regarding child support matters.
- Acts in a problem solving capacity for clients in the resolution of support payment problems, paternity establishment and support order entry.
- Advises clients regarding domestic relations policies and programs.

**Duty 5**

**General Summary:** **Percentage: 5**

Record and report maintenance and review.

**Individual tasks related to the duty:**

- Corrects and maintains required statistical reports.
- Documents case activities and maintains IV-D case records according to required federal regulations and state policy.
- Maintains necessary resource manuals.
- Maintains and utilizes automated data in all areas of work.

**Duty 6****General Summary:****Percentage: 5**

Other related duties.

**Individual tasks related to the duty:**

- Performs other related duties as required.
- Attends and participates in meetings, training programs, seminars and conferences.
- Serves as back-up to other child support specialists and manages cases in other's caseloads as necessary in the absence of co-workers.
- Serves on special project teams, work improvement teams and process improvement teams.

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

Decisions regarding the cooperation of a client in paternity situations, based on the investigation that has been conducted. These decisions are subject to the administrative hearing process rather than specific guidelines and instructions.

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

Supervisory guidance is requested when problems and issues remain unresolved with Friend of the Court Agencies and/or Prosecuting Attorney Staff.

**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 equipment/desk environment. Much of the Support Specialist's work is performed via computers and phones.

**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.**

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

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> 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?**

Yes

**23. What are the essential functions of this position?**

For all cases covered under Title IV-D of the Social Security Act, the Case Management Child Support Specialist opens and initiates cases, investigates to determine the correct legal action necessary to secure child support and continues action through to the entry of a child support order or closure of the IV-D case. This includes interviewing custodial parents receiving public assistance, locating absent parents, establishing paternity and initiating referrals for legal actions to the local Prosecuting Attorneys of Friend of the Court Agency. The Child Support Specialist acts as a liaison between the local DHHS office, PA and FOC in matters pertaining to child support.

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

Updating PD to get an up-to-date one on file.

**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 child support specialist is the frontline service provider that initiates and opens cases and refers cases to the appropriate county agency for further action.

**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 9**

No specific type or amount is required

**Child Support Specialist 10**

One year of professional experience involving child support collection actions equivalent to a Child Support Specialist 9.

**Child Support Specialist P11**

Two years of professional experience involving child support collection actions equivalent to a Child Support Specialist, including one year equivalent to a Child Support Specialist 10.

**Alternate Education and Experience****Child Support Specialist 9**

Education level typically acquired through completion of high school and two years of experience equivalent to a Departmental Technician E9 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 requirement.

OR

Possession of a Bachelor's degree in any major and at least one year 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 requirement.

OR

Six years of experience as an Assistance Payment Worker may be substituted for the education requirement.

**Child Support Specialist 10**

Possession of a Bachelor's degree in any major and at least two 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.

**Child Support Specialist P11**

Possession of a Bachelor's degree in any major and at least three 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 interpret and apply laws, rules, and regulations. Ability to conduct investigative interviews. Ability to maintain records, and prepare reports and correspondence related to the work using an automated system. Ability to analyze and evaluate a variety of information. Ability to effectively communicate with others. Ability to travel as necessary. Ability to maintain favorable public relations.

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.

**NOTE:** This approval does not constitute agreement with or acceptance of the desired qualifications of this position.  
REGISTRATIONS:

n/a

***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