State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. CHISPSPAA23R

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)** OFFICE OF CHILD SUPPORT
4. Civil Service Position Code Description Child Support Specialist-A	**10. Division** OPERATIONS
5. Working Title (What the agency calls the position) INTERSTATE CASE WORKER	**11. Section** INTERSTATE CENTRAL REGISTRY
6. Name and Position Code Description of Direct Supervisor BODELL, SEAN R; STATE ADMINISTRATIVE MANAGER-1 15	**12. Unit** CASE MANAGEMENT
7. Name and Position Code Description of Second Level Supervisor BOWMAN, MONICA; STATE DIVISION ADMINISTRATOR 17	**13. Work Location (City and Address)/Hours of Work** LANSING, MI 48933 / M-F; 8-5

14. General Summary of Function/Purpose of Position

The Interstate Case Senior Worker is responsible for processing incoming interstate IV-D referrals received from Sister States Central Registry. This position serves as Michigan's expert practitioner and recognized resource person in interpreting and applying laws, policies, and procedures from other states and foreign jurisdictions, all of which are unique and different from Michigan's laws, in order to maximize Michigan's ability to enforce child support orders initiated outside of Michigan. The Interstate Case Senior Worker is responsible for evaluating and processing cases to the appropriate IV-D partner, responding to case status requests, and works as a liaison in resolving problematic interstate issues. geographical coverage area includes: Mexico, Canada, and the tribal territories within the United States.

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:** **80**

Evaluates case action and processes incoming referrals to the appropriate IV-D partner by interpreting and applying laws from other states, foreign jurisdictions and various native American tribes, all of which differ from Michigan's law, in order to determine which out-of-state petitions can be accepted which cannot be accepted, and requesting additional information as needed

Individual tasks related to the duty:

- Receives incoming inter-jurisdictional requests for services from other states, Native American tribes and foreign jurisdictions.
- Assesses inter-jurisdictional cases for timeliness of referral, and verifies completeness and accuracy of case information by studying and researching state laws and laws of foreign jurisdictions to identify case elements that differ among jurisdictions and can be interpreted as compliant with Michigan requirements.
- Develops and maintains thorough knowledge of child support laws, policies and practices of designated assigned states and other jurisdictions in order to negotiate and collaborate with representatives of jurisdictions outside of Michigan and increase establishment and enforcement of orders across jurisdictional lines.
- Applies Michigan laws, regulations, policies and procedures to determine appropriate referral to local agency and provides technical expertise to Michigan local IV-D staff in gaining cooperation with courts in accepting and enforcing out-of-state orders.
- Interprets case information and identifies foreign case elements as equivalents of Michigan data elements; enters cases into Mi-CSES.
- Returns out-of-state petitions that cannot be accepted and identifies/explains why the request is returned by applying and interpreting federal laws, Michigan laws, and the laws of the relevant jurisdiction

Duty 2

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

Serves as Michigan's IV-D liaison in coordinating information among Michigan state agencies, Michigan county/local agencies, other states' IV-D personnel, and all levels of in-state and out-of-state judiciary in matters concerning varying and complex laws and regulations, varying case management practices in order to resolve case-specific problems that create barriers to order establishment and enforcement, and paternity establishment

Individual tasks related to the duty:

- Researches and interprets federal and state statutes, rules, regulations and policies; and applies statutes, rules, regulations and policies in case-specific scenarios to resolve interstate case problems.
- Analyses individual case files to identify issues and properly fram requests for information or clarification of information to expedite interstate cases.
- Initiates written and verbal communication with appropriate points of contact in other states and with county agencies to explain and interpret Michigan statues, laws, regulations and policies in such a way as to promote accurate and timely interstate case processing.
- Responds to e-mails inquiries regarding case status

Duty 3

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

Manages specialized caseload of criminal non-support cases that have been prosecuted..

Individual tasks related to the duty:

- Receives notice of IRS tax intercepts and completes documents to transfer monies to local IV-D partner.
- Maintains record of monies received and running balance owed on each case

Duty 4

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

Performs other related duties as assigned.

Individual tasks related to the duty:

as assigned

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

The Interstate Case Senior Worker is authorized to independently determine which incoming petitions for action from other states will be accepted and which will not, based on the appropriate application of Michigan’s statutes, laws, rules, regulations and policies. The Interstate Case Senior Worker must have a thorough and complete knowledge of Michigan’s child support process in which to base their case determinations on.

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

Supervisory review is required prior to finalizing correspondence and other types of responses to non-routine information requests from high-level government contacts, political officials, and/or state and national advocacy groups.

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

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):

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	N	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?

23. What are the essential functions of this position?

To manage a caseload of interstate IV-D cases and serve as a recognized liaison for other IV-D staff concerning the management of, explanation of, and evaluation of the interstate component of the Michigan IV-D Program.

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?

Interstate Case Senior Workers function as a unit within the case initiation operations of the Office of Child Support. The Office of Child Support administers Title IV-D of the Social Security Act. Case Initiation is an operational area responsible for direct delivery of services to custodial and non-custodial parents by initiating child support cases prior to referral to a county agency.

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:

Thorough knowledge of the principles and practices of federal and state child support policies and financial assistance programs. Ability to interpret and apply laws, rules and regulations. Ability to analyze and evaluate variety of information. Ability to effectively communicate with others.

CERTIFICATES, LICENSES, REGISTRATIONS:

n/a

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**