

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION
CHILD SUPPORT SPECIALIST

JOB DESCRIPTION

Employees in this job complete and oversee a variety of professional assignments to establish paternity, locate absent parents, and secure child support.

There are four classifications in this job.

Position Code Title - Child Support Specialist-E

Child Support Specialist 9

This is the entry level. As a trainee, the employee carries out a range of professional child support specialist assignments while learning the methods of the work.

Child Support Specialist 10

This is the intermediate level. The employee engages in an expanding range of professional child support specialist assignments in a developing capacity while continuing to learn the methods of the work.

Child Support Specialist P11

This is the experienced level. The employee performs a full range of professional child support specialist assignments in a full-functioning capacity. Considerable independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title - Child Support Specialist-A

Child Support Specialist 12

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other Child Support Specialists or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Receives referrals for child support services and determines appropriate actions to secure child support, such as enforcement of existing order, initiation of support action, or establishment of paternity.

Locates absent parents through the development and use of a variety of resources such as telephone directories, Post Office checks, military and local police agencies, employers, state agencies, the State Parent Locating Unit, and the Federal Parent Locating Service.

Utilizes automated system to execute and document child support actions.

Interviews clients and alleged parents to determine identity and location of absent parent and/or to establish paternity.

Advises clients and absent parents of legal procedures to establish paternity and obtain child support.

Informs parents of their legal responsibilities to the support of the child.

Evaluates client's level of cooperation and, when necessary, recommends the placement of a sanction on an uncooperative client's Family Independence Program (FIP) grant.

Reviews information and determines which cases are to be referred to prosecuting attorneys or Friend of the Court for further action.

Serves as liaison to prosecuting attorneys, Friend of the Court, the public, and department personnel concerning procedures and resolving case problems.

Forwards case records to prosecuting attorneys or Friend of the Court to initiate child support action, obtain a court order for support, or to enforce or modify existing court orders.

Monitors case records and reports in order to notify Friend of the Court of changes in the client's AFDC status, in the amount of an order, in the client's or absent parent's address, or in any relevant information.

Prepares forms and reports indicating status of cases and actions required.

Reviews documentation and testifies in court proceedings and departmental administrative hearings concerning status or facts about cases.

Participates in discussions regarding new and proposed legislation affecting child support.

Responds to inquiries and complaints from the general public, child support enforcement agencies outside state government, and others regarding child support processes and activities.

Resolves rebate and other support distribution discrepancies.

Provides guidance and training to assistance payments and other related personnel.

Performs related work as assigned.

Additional Job Duties

Child Support Specialist 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Child Support Specialist 12 (Senior Worker)

Serves as the program resource person for the Office of Child Support Area Manager, resolving difficult or complex case situations, preparing special reports, advising area managers and staff, attending meetings on behalf of the area, and speaking before community groups as a representative of the Office of Child Support.

Researches and responds to citizen complaints or inquiries pertaining to child support services provided in the area by Prosecuting Attorneys, Friends of the Court, and the Office of Child Support.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

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.

Additional Knowledge, Skills, and Abilities

Child Support Specialist 12 (Lead Worker)

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

Working Conditions

Employees may be assigned responsibilities for a single county or multiple counties.

Some jobs require travel.

Some jobs require an employee to work in adversarial situations.

Some jobs require an employee to work in a hostile environment.

Physical Requirements

None

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.

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 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.

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.

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.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

CHISUPSPL

Job Code Description

CHILD SUPPORT SPECIALIST

Position Title

Child Support Specialist-E

Child Support Specialist-A

Position Code

CHISPSPE

CHISPSPA

Pay Schedule

A02-012

A02-021

KM

09/13/2015