



Board of County Commissioners Agenda Request

2N
Agenda Item #

Requested Meeting Date: December 19, 2023

Title of Item: Job Re-evaluation (Child Support Specialist)

<input type="checkbox"/> REGULAR AGENDA <input checked="" type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft) <i>*provide copy of hearing notice that was published</i>	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing*
Submitted by: Bobbie Danielson		Department: HR
Presenter (Name and Title):		Estimated Time Needed: 0
Summary of Issue: The Child Support Enforcement Aide's (aka Case Aide in child support division) job was re-evaluated. The consultant recommends this as a Grade 5 position.		
Alternatives, Options, Effects on Others/Comments:		
Recommended Action/Motion: Motion to accept the consultants recommendation of Grade 5 for the Child Support Specialist position. (HHS Dept.)		
Financial Impact: <i>Is there a cost associated with this request?</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>What is the total cost, with tax and shipping? \$</i> <i>Is this budgeted?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Please Explain:</i> Increased from Grade 4 to Grade 5. One incumbent job class. Employee's wage will increase from \$19.82 per hour to \$21.01 per hour, effective 12/19/2023, contingent upon board approval today.		

Legally binding agreements must have County Attorney approval prior to submission.



CHILD SUPPORT SPECIALIST

Use "Child Support Enforcement Aide" MN Merit System Register for recruitments.

Department Health and Human Services Department
DBM/Grade To be determined
Reports to Child Support Supervisor
FLSA Status Non-exempt
Union Status AFSCME HHS Unit

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To obtain accurate information, documents and collect genetic materials for use in establishing paternity and child support orders within the State of Minnesota. To initiate the sanction process on child care and public assistance for uncooperative custodial parents - enters required information into the computer system to ensure data integrity and determine next case action. To monitor accounts for compliance with court ordered payment plans, opens and closes cases, and performs related work as assigned.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Caseload management may include the following types of cases; interstate, locate, intake, and/or inactive.
2. Reviews, initiates, and prepares legal documents for service on participants.
3. E-files documents into the court system into existing cases or builds new court files for filing.
4. Evaluates and processes caseloads in order to proceed with legal actions in proper jurisdictions, in state or out of state, by identifying and obtaining sufficient documentation required for child support officers to establish court orders for child support or paternity, or proceed with support enforcement actions.
5. Reviews court orders establishing support payments and makes financial updates the computer system, which generates billings, case management reports and statistical reports. Audits the files, ensuring that the court order and judgments are recorded correctly.



Position Description

6. Analyzes accounts by calculating support due, support paid, reviewing payments to ensure that balances due are correct and reviews accounts to ensure that billing information is correct. Monitors on-going accounts for compliance with court orders and recommends action with regard to delinquent accounts, i.e., income withholding, referring case to child support officer to pursue court remedy.
7. Responds to written and phone inquiries from custodial and non-custodial parents, other staff, counties, states, attorneys and payers of funds, and performs necessary case maintenance.
8. Explains application procedures to individuals or groups and answers questions of individuals on how to complete the application forms. Builds new and/or reopens child support cases and enters data into computer system. Requests paternity affidavit and/or financial statements from custodial parent/non custodial parent in person, by phone and/or through written correspondence.
9. Arranges interviews and appointments for genetic testing of alleged fathers, mother and child to establish paternity. Interview applicants to obtain information in completing the necessary paperwork and to open and maintain IV-D case files.
10. Investigates the identity, location and financial status of absent parents by making telephone and written inquiries to individuals and agencies and reviewing relevant case files. Locates absent parents through cooperative efforts with law enforcement agencies, Department of Human Services, the post office, employers, custodial parents, relatives and other information sources.
11. Researches corroborating databases to verify and obtain current drivers' license, wage match, address and employer information for the custodial and non-custodial parents; researches public assistance status, Social Security information and any related child support cases.
12. Maintains the child support front desk for reception of child support participants, acceptance of payments and determination and referral of participant need to the child support officer and/or other internal and external departments. Sorts and distributes incoming mail and collects and prepares outgoing mail. Performs clerical functions as assigned. Performs other related duties as assigned or apparent.
13. Attends training and meetings as needed. Participates in meetings, committees, new staff orientations, workshops, training sessions, special projects and program development/evaluation.
14. Assists in implementing program changes as mandated by the legislature and Department of Human Services.
15. Performs other related duties as assigned or apparent.

Minimum Qualifications

Must be eligible for appointment by the MN Merit System.

High school diploma, plus three years of increasingly responsible clerical experience or experience working with the public

Valid Minnesota driver's license required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.



Position Description

2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position, including the MN Data Practices Act as it pertains to the activities of the unit.
3. Income maintenance programs and eligibility requirements.
4. Databases maintained by federal, state, and county jurisdictions and the flow of information between these databases in order to access, change and print relevant case information.
5. Legal terminology as it applies to assigned child support unit duties.
6. Interviewing techniques and skills in conducting interviews.
7. Human behavior.
8. Available community resources.
9. Basic mathematics.
10. Advanced office principles and procedures, accounting, and recordkeeping skills.
11. Working knowledge of the methods and techniques for a multitude of state and federal Health and Human Service programs.

Skill in:

1. Communication and interpersonal skills as applied to interaction with supervisors, staff, and the general public sufficient to exchange or convey information and to receive work direction.
2. Completing case documentation and related requirements (including collecting genetic materials) for child support enforcement.
3. Obtaining information from multiple databases for the purpose of determining paternity and establishment.
4. Investigative tools used to locate absent parents.
5. Typing skill sufficient to complete 35 net words per minute without errors.
6. Skill in organizing and prioritizing work.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat others with respect, honesty, and consideration.
2. Handle a large volume of work in an efficient manner.
3. Handle frequent public contact, including contact with individuals who are hostile or uncooperative.
4. Communicate effectively both orally and in writing.
5. Establish and maintain effective working relationships with co-workers, clients and personnel from other organizations and employers.
6. Maintain effective working relationships with individuals from all cultural, occupational and socioeconomic backgrounds.
7. Obtain and maintain information from multiple types of databases and paper file systems.
8. Enter and retrieve data from a computer system using a keyboard.
9. Handle confidential information with discretion.
10. Conduct an effective interview.
11. Understand written guidelines and laws.
12. Understand and apply office policies, including those that pertain to data and physical security.
13. Prioritize, organize, process, and complete high volumes of case work accurately and in a timely manner.
14. Maintain composure under stressful situations.



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15. Read and interpret court orders, legal documents and state statutes.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Skills

Intermediate Skills – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should be proficient at using assigned software which may include:

County Payroll Software E-time, Microsoft Word, Excel, Outlook, Publisher, Access, PowerPoint, Follow Along Program, PHAT, MMIS, MN-IT'S, CATCH3, MAXIS, PRISM, SSIS, SMI/SIR, HUBERT, Odessey, Adobe, Internet and other job-related software.

Ability to Travel

Regularly travel to various clinic sites, mandatory trainings, client transports and visits.

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, leadership, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, and innovation.

Work Environment

The noise level in the work environment is usually moderate.

Equipment and Tools

Computer or laptop, copier, fax, telephone, printer, 10-key calculator, shredder, scanner, Cat 5 network cables, USB flash drives, Kensington locks, router, signature pad, air card, digital camera, digital scales, county-owned vehicles and personal vehicle (requires proof of insurance on file).



Position Description

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 30 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safely is a condition of employment. Aitkin County is a drug-free and alcohol-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer:

12/4/2023

Our Vision: *We strive to be a county of safe, vibrant communities that place value on good stewardship of local resources.*

Our Mission: *Aitkin County's mission is to provide outstanding service in a fiscally responsible manner through innovation and collaboration with respect for all.*

Our Core Values: *Collaboration, Innovation, Integrity, People-Focused, Professionalism*