

CHILD SUPPORT ENFORCEMENT PROGRAM CONSULTANT

Employees in this class are assigned as a field consultant in the Child Support Enforcement Program, to one of the four regions established by the Department of Human Resources. The program consultant provides technical assistance to the county operated Child Support Enforcement Units but has direct supervisory and administrative responsibility for state operated units. The nature of the work involves the administrative duties of planning work operations, setting goals, determining personnel and space needs, drafting budgetary recommendations, providing training, establishing work standards, and making recommendations for hiring. Professional duties encompass consulting with and advising the regional director on programmatic matters such as coordinating child support enforcement with other program activities, resolving complaints from the public, explaining the program to groups and maintaining an in-depth technical knowledge of the program.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments consist of advising units on establishing priorities in caseloads and assuring that unit supervisors follow these priorities. IV-D units are visited on a regular basis for program monitoring purposes. During these visits, the employee discusses and resolves problems and disseminates information from the State office. Employee must also attend regular State office meetings where training needs are assessed, workshops are planned, and new manual materials are written.

Intricacy - Employees can make changes in the organizational structure of state operated local units to assure the efficient and effective flow of work. Procedures can be approved, where policy permits, and methods can be used to meet programmatic goals. Employees establish and develop local work standards, policies and procedures with assistance of state operated local supervisors and advise county operated local units and directors on these within the goals, guidelines and policies set forth by state Division of Social Services. Assurance of maintaining mandatory guidelines is accomplished through regularly scheduled program monitoring audits. Work assignments, providing technical assistance and information, originate through on going program goals and from Regional Director.

Subject Matter Complexity - Work requires a comprehensive knowledge of the IV-D program from intake through enforcement. Federal and state changes in legislation and/or regulations must be understood in order to provide accurate interpretation of how they affect policy.

Guidelines - The State IV-D Manual, Attorneys General opinions, and county manuals are the primary resources. Secondary resources are more specific and dictated by territorial domain.

II. RESPONSIBILITY:

Nature of Instructions - Employees function independently in planning work operations needed to meet the overall goals of the Division of Social Services and the Child Support Enforcement Program; necessary adjustments or revisions are brought to the attention of the regional director or the state program director in the form of a recommendation.

Nature of Review - Suggestions are made to the regional director on organizational changes, program changes, budgets, work methods, and program goals. Work is reviewed annually through WP/PR; conferences are held on an as needed basis.

Scope of Decisions - Consults with and advises the Regional Director on a wide range of administrative and program matters coordinating Child Support Enforcement with other program activities.

Consequence of Decisions - Errors in work can cause local units to under achieve goals and fail to have a cost-effective program.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Recurring contact with Clerks of Court, District Court Judges, Local Law Enforcement, District Attorneys, Social Services Boards, Boards of County Commissioners, local IV-D staff, state IV-D office.

Nature and Purpose - Contacts are for the purpose of explaining Child Support Enforcement policy and for assisting in interpretation of state and federal regulations in order to attain program goals and have a cost effective program.

IV. OTHER WORK DEMANDS:

Work Conditions - Travel is required to visit each jurisdictional county and state operated unit on a monthly basis.

Hazards - Bodily injury is unlikely; however, work does require travel so employees would be subjected to normal driving hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the principles and practices of the Child Support Enforcement Program, considerable knowledge of applicable office procedures, practices, and equipment. General knowledge of personnel policies and procedures, general knowledge of accounting practices and procedures. Ability to: initiate and install administrative programs and procedures to evaluate their effectiveness; ability to exercise discretion and judgment in establishing, applying and interpreting policies and procedures; ability to plan, assign, and supervise the work of subordinate employees; ability to establish and maintain effective working relationships with county and state officials, with people in the legal field, and with the general public.

Minimum Education and Experience - Graduation from a four year college or university with a major in public administration, business administration, social science, or another closely related field plus four years of experience in any segment of the Child Support Enforcement Program or a closely related program like IV-A; high school graduation plus at least six years of work in a social program encompassing a diversity of public contact duties is an acceptable substitute for the four year degree. Equivalent combinations of education and experience analogous to that of the Administrative Officer class is also acceptable providing it is coupled with two years of IV-D experience.