

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
CHILD SUPPORT RECOVERY OFFICER

DEFINITION

Implements and coordinates the Child Support Recovery Program in a multi-county area or in a single large county; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists supervisor by instructing employees, answering questions and distributing, balancing and checking work; may make suggestions on appointments, promotions and reassignments.

Develops local program goals and objectives for achieving statewide Child Support Recovery Unit (CSRU) goals within the counties/area assigned.

Locates parents in order to begin the support recovery procedure by requesting information useful to location (e.g., past occupations, names of business associates and employers, health condition, habits, and hobbies; relatives, friends, acquaintances, businesses, and other agencies are contacted by telephone, letter, and in person).

Contacts the parents in order to request and/or motivate the parents to call, write, or visit to discuss the frequency and/or amount of his/her child support payments, and to submit financial information such as income, living expenses, and debts.

Reviews/considers both parent's financial statement and/or uses other sources of income information to determine the amount of child support, medical support or health insurance coverage for the parent(s) to provide.

Evaluates caseload in order to refer to the Court or the CSRU Attorney those cases which are likely to result in the greater recovery.

Analyzes, determines, and initiates appropriate administrative or legal action by considering such factors: location of parties involved, where original court order was entered, availability of enforceable court order, and whether paternity has been established.

Refers cases to the Attorney to initiate court action by providing relevant information (e.g., employment, financial data, and significant previous contact with the Child Support Recovery Unit).

Attends court hearings to provide testimony and/or make a recommendation on the disposition of the hearing to the CSRU Attorney and the court.

Explains the Child Support Recovery Unit program, policies, and procedures to Income Maintenance staff, law enforcement agencies, County Boards of Supervisors, County Attorneys, and others in order to generate program interest, acceptance, and cooperation.

Manages and determines case actions for assigned caseload in accordance with federal/state laws, and established departmental policies and procedures, computes payment amounts; balance computations and enters data into a computer system to maintain integrity of cases.

Answers customer inquiries via telephone, written correspondence or in person. Provides information regarding the status of cases; next actions; available options. Researches, interprets, explains rules, regulations, policies, rights and responsibilities.

Coordinates Child Support Recovery Unit related activities of agencies, offices, and persons (e.g., County Human Service Offices, County Attorneys, Clerks of the District Court, magistrates, and sheriff's offices) in order to achieve effective establishment and enforcement of child support obligations.

Provides information to customers where paternity has not been established and where the child is under a specific age to explain the meaning and consequences of the paternity law.

COMPETENCIES REQUIRED

Knowledge of the goals, policies, procedures and applicable federal code sections of the Child Support Recovery Program.

Knowledge of the Income Maintenance Program as it relates to the Child Support Recovery Program (e.g., eligibility, grant computation, and effects of child support payments on the grant).

Knowledge of psychological and sociological factors influencing human behavior.

Knowledge of interviewing techniques and court procedures.

Knowledge of resources and methods relating to the location of parents.

Knowledge of the sections of the Code of Iowa applicable to the Child Support Recovery Program.

Knowledge of economic conditions at the local level including: cost of living, general salary ranges, availability of jobs.

Ability to establish and maintain effective working relationships with a wide range of people (e.g., clerical support staff, Clerk of Court, Income Maintenance Staff, County Attorneys, District Judges, and customers having diverse economic and social status).

Ability to learn the laws and regulations affecting parents' obligation of support and the various laws for enforcing that obligation.

Ability to collect, organize, and present facts and opinions clearly and concisely, both orally and in writing.

Ability to explain and apply laws, Department policies, rules, and regulations in relation to specific child support recovery cases.

Ability to objectively consider all available data relevant to the situation being considered and to reach a viable decision on that data.

Ability to obtain, analyze and evaluate data, interpret laws, rules, and regulations and securing compliance.

Ability to review records and reports by evaluating their use and effectiveness.

Displays high standards of ethical conduct by refraining from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree and one year of full-time professional level experience such as program development, management or operations;

OR

experience equal to four years of full-time technical, administrative, or professional level work related to the recovery of child support or in a public assistance (income maintenance) program;

OR

an equivalent combination of experience and education substituting one year of the required full-time professional level experience in program development, management, or operations for each year (30 semester hours) of the required education;

OR

employees with current continuous experience in the state executive branch that includes three years of full-time clerical experience in a child support recovery unit or two years of full-time work as an Administrative Assistant in a child support recovery unit.

Effective Date: 01/10 CP