

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**CHILD SUPPORT RECOVERY SUPERVISOR**

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**DEFINITION**

Plans, directs, and supervises the work of subordinate staff of a 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**

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules and assignments; administers personnel policies and procedures.

Advises Child Support Recovery Officers and attorneys concerning difficult child support recovery cases to determine appropriate actions and procedures; reviews a sample of recovery cases to check for adequacy of information and conformance with unit goals; informs subordinates of new policies, procedures or goals.

Develops local program goals and objectives to achieve statewide Child Support Recovery Unit goals established for the assigned counties or areas; monitors goals and objectives at the local office and individual worker level.

Compiles budgetary information about the Child Support Recovery Unit Program in order to present budget proposals to the Regional Collections Administrator.

Explains the program, policies and procedures of the Child Support Recovery Unit to income maintenance staff, law enforcement agencies, County Boards of Supervisors, county attorneys, legislators, community based organizations and internal and external customers and groups, in order to generate program interest, acceptance, and cooperation.

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

Develops internal procedures for improving coordination among staff; keeps staff informed of goals and objectives and ensures that revised procedures, methods and related work changes are implemented.

Determines project plans, staffing, assignments, and other resources vital to operations. Collects, analyzes, and reports data to be shared with State and Federal representatives.

Facilitates field staff discussions regarding cost saving measures and performance enhancing strategies to be implemented statewide. Participates in statewide strategic planning sessions. Leads statewide teams to continuously review, evaluate, and improve specific casework processes.

Develops and maintains relationships with local contractors and vendors who provide services critical to the performance of agency core functions.

Reviews and responds to customer concerns. Communicates directly with State Legislators, the Governor's office, Ombudsman's office, and U.S. Senators and Representatives. Makes decisions regarding actions or exceptions necessary to resolve the issue.

Reviews administrative paternity and child support court orders to ensure content accuracy and statutory compliance. Signs administrative court orders as a designee of the Bureau Chief.

Acts as an administrative and/or managerial resource to Support Recovery Officers in the Regional Administrator's absence.

Participates in special projects as assigned.

### **COMPETENCIES REQUIRED**

Knowledge of the principles of supervision including delegation of work, training of subordinates performance evaluation, discipline and hiring.

Knowledge of the administrative process of planning, organizing, staffing direction, budgeting and controlling as applied to a public agency.

Knowledge of the Federal Code and the Code of Iowa applicable to child support and foster care recovery programs.

Knowledge of the principles income maintenance programs (FIP, Medicaid) as it relates to the Child Support Recovery Program (e.g. eligibility requirements, grant computations, and the effects of child support payments on grants).

Knowledge of interviewing skills and techniques.

Ability to plan, organize, direct and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships with a wide range of people including Child Support Recovery staff, Clerks of District Court, County Attorneys, District Judges, income maintenance personnel, federal officials and customers.

Ability to review, analyze, and evaluate programs, case records and operations data reports and to interpret laws, rules and regulations.

Ability to review and evaluate case records and reports for accuracy and effectiveness.

Ability to use personal computers and related software.

Ability to interact with subordinates, supervisors, clients, the general public, and the news media in order to establish effective working relationships.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four year college or university and the equivalent of two years full time supervisory, administrative, investigative, or specialized technical support work;

OR

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

OR

an equivalent combination of education and experience substituting professional level experience related to child support recovery, public assistance (income maintenance), program development, management, or operations for each year of the required education at the rate of one year for each thirty semester hours of education to a maximum of four years;

OR

experience equal to three years full time current experience as a child support recovery officer shall be considered as qualifying.

Effective Date:   9/07   CP