

## **CHILD SUPPORT SUPERVISOR**

### **The Position**

Under limited supervision, the Child Support Supervisor plans, organizes and directs a unit of Child Support Specialists and related staff; and performs related work as required.

Plans, prioritizes, and delegates cases and projects to a team of Child Support Specialists and support staff; Reviews the quantity and quality of work performed by assigned staff on a day-to-day basis; Researches, develops, and conducts group and/or one-on-one training for new and existing staff; Coaches/Counsels employees on work performance issues; Monitors and reviews casework of line staff; Evaluates employee performance and effectively recommends measures to correct performance deficiencies; Participates with other supervisors and higher-level staff in determining staff development needs and identifying ways to meet such needs; Analyzes and evaluates the more complex and sensitive child support cases; Prepares or assists legal staff in preparing cases for civil or criminal prosecution; Picks up cases at any stage in the case process to assist coworkers in their caseload or cover for coworkers as necessary; Participates in hiring interviews and makes recommendations on the selection of new employees; Works closely with staff assigned to mentor inexperienced staff, coordinating and reviewing their training and development activities and needs; Promotes harmony, good morale, and cooperative work relations; May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations; Performs related duties as assigned; Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks; Assist and train newly assigned staff; Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases; Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person; Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds; Use sound independent judgment to analyze factual information, situations, and people;

Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations; Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation; Effectively use computer and other resources to prepare and manage cases; Maintain the confidentiality of sensitive or personal information; Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.