

CHILD SUPPORT UNIT SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is technical supervisory work of a complex nature involving responsibility for directing the day-to-day support collection activities in the Department of Social Services. The work is distinguished from that of a Support Investigator II in the overall degree of independence and responsibility. The work is performed under the direction of the Coordinator, Child Support Enforcement and supervision is provided to technical and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the activities of the support investigation staff;
Develops and recommends procedures for the intake and assignment of cases in the child support unit;
Develops and recommends procedures for conducting support investigations;
Reviews investigation files and forms for submission to State Parent Locator Service;
Oversees and participates in the training of support collection investigative staff;
Provides input with respect to the establishment of procedures for receiving and transmitting pertinent case information between the support investigation unit and other units within the Department of Social Services;
May represent the County in Court proceedings involving child support;
May act as liaison with the Family Court, Probation Department, County Attorney and other law enforcement officials, under the guidance of the Coordinator;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of investigative procedures and techniques used to determine the location and financial status of individuals; good knowledge of Federal and State Social Services law, rules and regulations as they apply to child support enforcement; ability to supervise the work of others; ability to prepare clear and accurate records and reports; ability to understand and interpret written material; ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or higher, or equivalent college credits beyond high school (a minimum of sixty (60) credits) and three (3) years of investigative*, interviewing or collection experience or law enforcement experience in a police-related agency*.
2. Graduation from high school or possession of an equivalency diploma and completion of an approved course of study for paralegals and four (4) years of experience as described in (1) above.

*Investigative experience shall have substantially included systematic (e.g. step-by-step) research and/or evaluation of evidence, facts, allegations or other related information pertaining to individuals or organizations.

**Experience in a police-related agency shall apply to law enforcement experience only.

PROMOTION: One (1) year of permanent status as a Support Investigator II.

SPECIAL REQUIREMENTS:

1. A valid New York State driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

(over)

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

2. Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.