

JOB OPPORTUNITY
TUSCARAWAS COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

CLASSIFICATION: CASE MANAGER

DEPARTMENT: CASE MANAGEMENT

PAY RANGE: \$12.50- \$12.75 Per Hour

POSITION: Full-Time

JOB LOCATION: 154 Second St NE New Philadelphia, OH 44663

HOURS OF WORK: Monday – Friday 8:00 am to 4:30 pm

APPLY: To be considered for this Job Opportunity, please complete employment application and send your application, and résumé to: TCCSEA, Attn: Human Resources, 154 Second St NE New Philadelphia, Ohio 44663; Fax: 330.364.4854; or via email at: Lisa.Contini@jfs.ohio.gov

*As an Equal Opportunity Employer
We are committed to a diverse work force*

DATE POSTED: FRIDAY, APRIL 26, 2019

DEADLINE: MAY, 10, 2019 4:30 PM

The Tuscarawas County Child Support Enforcement Agency (TCCSEA) is currently accepting applications for permanent, full-time CASE MANAGER. The mission of the TCCSEA is to promote the well-being of children and the self-sufficiency of families by delivering first-rate child support establishment, collection, and distribution services that help both parents meet the financial, medical, and emotional needs of their children.

This is a great opportunity to work for a progressive and innovative organization that cares about Ohio's children, and to work with individuals who value and care about their staff. TCCSEA provides an environment where creativity and productivity are encouraged and recognized.

JOB DESCRIPTION

Under general supervision, Case Management responsibilities may include one or more of the following specialty areas: paternity and support establishment, intergovernmental, legal, and enforcement.

Process and review case information to locate case participants, establish paternity, child support, and enforce existing support orders; interviews clients, conduct genetic testing, perform tasks related to the establishment of paternity, and establishment, modification, enforcement, collection, and termination of child support orders.

Represents the TCCSEA before the public, by effectively and professionally (both orally and in writing) answering questions and providing information to case participants, private attorneys, other authorized representatives and appropriate governmental representatives regarding child support cases, issues, policies and procedures while maintaining a high level on confidentiality.

Maintain consistent, regular and timely attendance. Participate in various project teams; including community outreach, agency committees and events. Limited travel to and from trainings and overnight travel may be required.

ESSENTIAL CASE MANAGEMENT FUNCTIONS

- Utilizes the Ohio Child Support Program Manual, ODJFS Inner web, Ohio law and Tuscarawas County CSEA policy and procedures to enhance job performance and maintain a current working knowledge of local, Ohio and Federal rules and laws for the Child Support program.
- Processes and reviews case information to locate parties, establish paternity, child support, and enforce existing support orders; interview clients, conducts genetic testing, collects child and medical support payments including accumulated arrearages.
- Communicates with clients and other partners in the child support program via mail, email, telephone, in person or through the Ohio Child Support Customer Service Web Portal. Corresponds with case obligors to ensure compliance with court ordered child and medical support.
- Utilizes and reviews information obtained from SETS (Support Enforcement Tracking System), authorized data bases, websites, public records, clients, Courts, Job and Family Services Agency and other partners to update and maintain case participant records related to the establishment, collection and enforcement of child support orders. Properly and accurately completes all necessary SETS screens.
- Initiates administrative enforcement tools including, but not limited to, income withholding, court or administrative seek work requirement, license suspension, and financial institute data match. Refers cases to the TCCSEA Legal Unit for judicial action to enforce and existing child support order. Follows up on failed enforcement actions.
- Receives, evaluates, and obtains pertinent information on cases referred for intergovernmental services to determine if case meets criteria for intergovernmental intervention and processes case according to the services needed. Initiates actions with the courts and other IV-D designated agencies or tribunals to ensure that proper action is being taken to provide the proper services needed.
- Prepares and responds to referrals for the next appropriate action to execute child support program services. Prepares case files and documentation for the Hearing Officer or Staff Attorneys for Administrative and Court Hearings.
- Maintains a data base to organize upcoming hearings, outstanding warrants, and acts as liaison between the TCCSEA, Sheriff's Office, courts, Clerk or Courts and other agencies to assist the Legal Unit in taking appropriate action necessary for the establishment, collection and enforcement of child support.
- Documents in clear, concise detail all action taken in SETS and the TCCSEA file and ensures copies of all documentation received and prepared by the agency are properly imported, scanned or placed in the appropriate section of the TCCSEA case file.
- Assists Management and other staff in special projects and completion of reports for performance improvement.

- Assists clients in the introduction of the Child Support program, registering for the Web Portal, answering general client questions regarding the Child Support program or specific case related questions.
- Completes work in a timely and accurate manner, adhering to agency policy, rules, laws and direction of attorneys and supervisory staff.
- Presents self in a friendly, cooperative and professional manner to co-workers, staff, other entities and agencies.
- Prepares and assists in the preparation, implementation and training of staff in policy and procedure.
- Represents the TCCSEA before the public, including answering questions and providing information to case participants and appropriate governmental representatives regarding child support cases, issues, policies and procedures.
- Participates in all meetings, trainings, and activities as a member of the TCCSEA Case Management Unit.
- Participates in community outreach, agency committees and events.
- Maintains regular and predictable attendance.
- Maintain confidentiality

EXPERIENCE, TRAINING, KNOWLEDGE SKILLS AND ABILITIES

- Knowledge of local, Ohio and Federal rules and laws for the Child Support program. Understanding of Child Support services processes and procedures.
- Computer operations; proficient in Microsoft Office 365 and Outlook, word processing, data entry, email. Novell, SETS, CRIS-E or OB experience helpful but not required.
- Ability to communicate effectively both oral and written; data entry; research and obtain information; preparation of legal and administrative child support documents; location practices and investigative methods.
- Ability to interpret and carry out a variety of instructions furnished in written, oral, or schedule form; exercise good judgment and discretion in applying rules and policies to situations that may not be routine.
- Ability to accurately maintain records; data management, financial data analyses, gather, classify and organize information in a clear and logical manner; maintain confidentiality of confidential and sensitive subject matter.
- Skilled in interviewing techniques; problem solving resolution; assessment; and barrier identification; make independent decisions within the position duties.
- Ability to work independently; productively handle and coordinate large case load; adapt, organize and multi-task around shifting priorities to achieve short and long-term goals.
- Knowledge of basic mathematical skills; add, subtract, multiply and divide whole numbers; ability to calculate figures and amounts such as percentages and proportions.
- Ability to operate standard office equipment; calculator; computer; printer; fax; telephone; switchboard; postage machine.
- Knowledge of standard office practices and methods; office procedures and work rules; customer service techniques.
- Ability to develop and maintain effective working relationships with fellow employees, attorneys, customers, other governmental representatives and the public.

KEY COMPETENCIES

- Planning, prioritizing, organizing and multi-tasking
- Information research, collection and monitoring
- Problem analysis and solving
- Communication skills; written and oral
- Confidentiality
- Independent, self-motivation
- Detail orientated

MISCELLANEOUS

- Assist manager and other Child Support Specialists in complex cases
- Participate in training, and attend conferences to enhance knowledge of theories and techniques, rules and regulations affecting work tasks in child support
- Provide technical training related to a child support case management
- Take action on written correspondence from customers
- Testify in State Hearings and Court Hearings
- Adhere to confidentiality policies

MINIMUM AND SPECIAL QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities.

Qualifying experience must include organizing and prioritizing work and in meeting deadlines; demonstrated ability to work cooperatively with staff and supervisor and to work independently; professional office etiquette; self-motivation; good judgment and attention to detail. Experience in customer service or other consistent interaction with the public; providing information about services and programs and solving customer problems/complaints; and demonstrable ability to perform the essential functions of the position.

- Previous experience in a Family Services Agency (CSEA preferred);
- An Associate Degree or Certification in Office Administration; Legal Assisting; Paralegal or other like areas plus customer service experience.

Job Applicants must pass a basic work processing/typing and mathematical test during the initial interviewing process.

