

CHILD ADVOCATE ADMINISTRATIVE ASSISTANT**Nature of Work**

Under limited supervision, assists an attorney in the rendition of professional services in connection with the establishment and enforcement of paternity and support. Performs difficult and complex work involving locating absent parents and employers of absent parents, assisting in the development of cases for presentation to an attorney who will identify necessary legal actions. May be responsible for supervision of line staff, assignment of tasks and oversight of tasks, as delegated by an attorney. May assist persons in applying for services and secure such supporting data as may be necessary to ensure provision of services is delivered equitably. Performs other duties in the area of child support and enforcement as determined necessary by an attorney, consistent with applicable laws, regulations and Child Advocate Office policy. Work is reviewed by an attorney through conferences and by detailed reports made by employee. Supports the child advocate program, and assists in publicizing the services available through the program. May assist in special projects and initiatives and, on an as-needed basis, assist in delivering services in more than one regional office. Performs related work as required.

Examples of Work

- May train, direct, coordinate, and evaluate work of Child Advocate Office non-legal staff, under the supervision of an attorney.
- May assist in the formulation of policy and procedures in the Child Advocate Office.
- Analyzes information on forms and other necessary documents for financial determinations and ability to support; determines the completeness, consistency, and arithmetic accuracy of such information.
- Attends hearings before the Family Law Master, Circuit Court, or the Supreme Court of Appeals to assist the attorney as appropriate.
- Writes abstracts of evidence and summaries of information on hearings or claims, under the direction of an attorney.
- Reviews and assesses case files, under the guidance of an attorney, to assist in determining the legal remedies, if any, appropriate for that case and to assist in preparing the case for legal action.
- Compiles such information as may be needed to develop the case, by inquiries and referrals to appropriate agency personnel, interviews, and conferences with obligees, obligors or others, review of public records, or development of other sources.

CHILD ADVOCATE ADMINISTRATIVE ASSISTANT (CONT'D)**Examples of Work (cont'd)**

Receives questions and/or complaints about support payments and responds accordingly.

Maintains records, data, furnishes necessary reports.

May identify the need for additional services or assistance provided by the Department of Health and Human Resources and arrange for consultation between appropriate agency staff and obligee or obligor.

Knowledge, Skills and Abilities

Knowledge of federal and state laws relating to child support services.

Knowledge of the Department rules and regulations and policies relating to provision of child support services.

Ability to supervise and evaluate work of subordinates.

Ability to exercise tact in dealing with people and rendering assistance to others.

Ability to conduct interviews, communicate clearly both orally and in writing and to plan and organize work independently and efficiently.

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or or university.

SUBSTITUTION Additional work experience as defined below may be substituted for training on a year-for-year basis.

EXPERIENCE Four years of full-time or equivalent part-time paid employment in a management or supervisory capacity in public administration or as an office manager in a law firm.

PROMOTIONAL ONLY Three years of full-time or equivalent part-time paid employment in child support enforcement or social work in a public or private social welfare program.

SPECIAL REQUIREMENT Availability of a car for continuous use is a requisite of employment.

Established: 8/20/92

Revised: 6/12/00

Effective: 6/12/00