

CHILD ADVOCATE TEAM LEADER**Nature of Work**

Under the general supervision of the Child Advocate Regional Manager supervises the staff and operation of a child advocate regional office. Office staff usually includes paralegal assistants, accounting assistants and office assistants. The purpose of the services provided by the office is to establish paternity and enforce child support. The employee may assist in special projects and initiatives and delivery of services in more than one office. Performs related work as required.

Examples of Work

- Organizes available resources and equipment to ensure compliance with state and federal mandates.
- Assigns work and provides daily supervision and guidance to the Legal Assistants and support staff within the office.
- Assures the timely completion of work.
- May assist in formulating policy and procedures in the Child Advocate Office.
- Analyzes statistical data to insure compliance with Federal and State deadlines for case processing.
- Assesses staff training needs, development and professional growth and reports to the manager.
- Trains employees in methods, procedures and policies of the Child Advocate Office.
- In coordination with the attorney, evaluates employee's work performance as specified by personnel policies.
- Assists in conducting research in preparation of case summaries and reports of pertinent fact.
- Responds to inquiries from staff and clients regarding CAO policy and procedures.
- Interacts with the attorney and manager in planning and reviewing the staff activities and in conducting case staffing conferences.
- Plans and conducts unit meetings and individual staff conferences in order to promote staff development and professional growth.
- Participates in the interview and employee selection process.
- Reviews and assesses case files under the guidance of an attorney to assist in determining the administrative or legal remedies appropriate for that case.
- Maintains records, data and furnishes necessary reports to the manager.
- Approves attendance reports, leave and travel requests and flex time schedules according to personnel policy.
- Establishes procedures for the safeguarding of files and confidential information in accordance with the federal and state mandates and Department policy.
- May respond to Level I grievance issues within the mandated time frames.

CHILD ADVOCATE TEAM LEADER cont'd.**Examples of Work - cont'd.**

Monitors and may represent the Child Advocate Office in administrative hearings, including "Fair Hearings" and Tax Offset hearings.

May attend meetings with other team leaders in the region or represent the Child Advocate Office on local management teams as deemed appropriate by the manager.

May address both private and public organizations or interest groups concerning the services available through the Child Advocate Office as approved by manager.

Learns on-line Child Advocate policy manual and how to navigate OSCAR.

Knowledge, Skills and Abilities

Knowledge of federal and state law relating to the establishing paternity and enforcement child support.

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

Ability to supervise, manage and evaluate performance 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.

Ability to plan and organize work independently and efficiently.

Minimum Qualifications

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

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

EXPERIENCE Two years of full-time or equivalent part-time paid employment with a child support enforcement agency or as an office manager in a public agency or law firm.

PROMOTIONAL ONLY Four years of full-time or equivalent part-time paid successful employment with the Child Advocate Office may be substituted for the required training and experience.

SPECIAL REQUIREMENTS Availability of a car for continuous use is a requisite of employment. Must be familiar with on-line Child Advocate policy manual and possess ability to navigate OSCAR.

Established: 11/17/94
Effective: 12/01/94