

**CHILD SUPPORT REGIONAL MANAGER****Nature of Work**

Under the administrative direction of the Director of Field Operations, manages a Bureau for Child Support Enforcement Region consisting of multiple offices. The employee allocates resources, sets priorities and applies modern office and program management principles and practices to address the diverse program issues that exist within a complex environment of automated systems and federal regulations. As a member of the BCSE field management team, ensures the internal policies are implemented. Performs related work as required.

**Examples of Work**

- Plans, coordinates, directs, and implements through Child Support Specialists and support staff, and in cooperation/coordination with the BCSE's Attorneys, a complex multi-office regional child support enforcement program.
- Provides leadership and administrative supervision to Child Support Supervisors, Child Support Specialists, and support staff in case processing operations.
- In cooperation with BCSE Attorneys, develops and implements internal standard operating procedures.
- Provides direction, in coordination with BCSE Attorneys, in the implementation of field operation practices and procedures, as well as all BCSE administrative programs, agency policies, and court orders governing agency operations.
- Makes decisions in complex and unusual personnel and program situations in coordination with BCSE Attorneys responsible for handling Level II grievances.
- Assesses training needs of staff, through cooperative efforts of Child Support Supervisors and BCSE Attorneys; provides training or arranges for appropriate staff training opportunities.
- Monitors and reviews regional statistics and customer comments and suggestions; researches case problem situations to ensure that BCSE services are provided in adherence to agency policies, federal requirements and established standards of quality.
- Works cooperatively with local Community Service Managers in the development of on-going operation of community-based delivery systems.
- Maintains lines of communication and cooperative working environment with DHHR Regional Directors and Community Service Managers.

**CHILD SUPPORT REGIONAL MANAGER (CONT'D)**

**Examples of Work (cont'd)**

Establishes procedures for the safeguarding of files and confidential information in accordance with federal and state mandates.

**Knowledge, Skills and Abilities**

Knowledge of the theories, principles and techniques of Child Support Enforcement procedures.

Knowledge of federal and state statutes, regulations and program standards in enforcement work.

Knowledge of the objectives of the agency, its procedures, policies and guidelines and their relationship to the rest of the department and other public and private human service agencies.

Ability to plan and coordinate work, plan and project budgetary needs, and organize work and projects.

Ability to direct and supervise the work of others.

Ability to present ideas effectively, both orally and in writing.

Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies involved in the enforcement of child support.

**Minimum Qualifications**

Training: Bachelor's degree from an accredited four-year college or university.

Substitution: Four years of full-time or equivalent part-time paid experience in child support enforcement work, one year of which must have been in program administration may substitute for the college training on a year-for-year basis.

Experience: Five years of full-time or equivalent part-time paid experience in a Child Support Specialist or Child Support Supervisor classification or in a position in a legal setting which required performing legal research, reading and interpreting laws, preparing legal documents and assisting in the preparation and assessment of case files under the supervision of an attorney **OR** in debt collections, credit investigations, criminal investigations, law enforcement **OR** as an Economic Service Worker, Child Support Technician 1, 2, or 3, or Family Support Specialist **OR** any combination thereof.

Special Requirements: Availability of a car for continuous use is a requisite of employment.

Established: 7/17/03

Effective: 9/1/03