



**CHILD SUPPORT CASE MANAGER**

SCOPE OF WORK:

Individuals assigned to positions in this class are responsible for the investigatory aspect of a regional child support enforcement program. Duties include establishing paternity, locating absent parents, and enforcement of child support orders. All duties are performed in compliance with complex state and federal laws and regulations.

DUTIES PERFORMED:

- Review information to determine support responsibility.
- Determine amount of financial support obligation.
- Implement collection procedures by notifying appropriate agencies or persons.
- Maintain records and documents as required by guidelines.
- Gather a variety of information, such as financial and employment information, using the most appropriate methods.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**CHILD SUPPORT CASE MANAGER**  
GRADE J

4205

LEVEL DEFINITION:

Positions at this level include both novice and experienced Case Managers. This is the primary level of case management.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Locate responsible parties by utilizing a variety of investigative techniques.
- Establish parentage through genetic testing, documentation, and/or legal processes.
- Distribute collected funds in accordance with guidelines.
- Maintain a work-related library.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in business or public administration, criminal justice, social work, psychology, or paralegal/legal assistant (at the bachelor's degree level). Or a bachelor's degree in another field and one year of work experience as a collections officer, eligibility worker in a county social service office, law enforcement officer, clerk of court with responsibility related to child support collections, legal assistant that includes conducting research and investigations, child support experience, or other experience that includes conducting investigations. Or an associate degree in paralegal/legal assistant and three years of the work experience as listed above. Additional child support work experience may substitute for the education requirement on a year-for-year basis.

**CHILD SUPPORT LEAD CASE MANAGER**  
GRADE K

4206

LEVEL DEFINITION:

Individuals at this level are responsible for duties related to the administration of the investigative section of the child support enforcement office.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide and observe a controlled environment for the collection of genetic testing samples; establish the chain of evidence process.
- Provide technical assistance and policy interpretation to investigators.
- Provide training for new investigators.
- Perform formal evaluations of other child support investigators.
- Provide input during the recruitment and hiring process.
- Monitor active caseloads to ensure completion as scheduled.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in any field or associate degree in paralegal/legal assistant; AND three years of work experience as a child support investigator or case manager. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis.

Eff Date: 1/86 – Class code 4200 – Child Support Investigator

Rev: 1/93 – Changed minimum qualifications and grade

Rev: 4/97 – Rewritten in current format

Rev: 9/97 – Deleted class code 4200, established second level with new title and grade

Rev: 12/00 – Updated scope and duties, revised minimum qualifications

Rev: 10/06 – Revised minimum qualifications at the 2<sup>nd</sup> level

Rev: 7/12 – Conversion to Hay System

Rev: 10/19 – Updated minimum qualifications and titles