

**Delaware Tribe of Indians  
Position Description**

**TITLE:** Child Support Services Case Specialist  
**IMMEDIATE SUPERVISOR:** Child Support Services Director

**QUALIFICATIONS:**

Requirement is a minimum of an Associate's Degree in Sociology, Psychology, Social Work or related social service field and a minimum of two years experience in social services work in public or private sector. Requires proven ability to read court orders, to assess/evaluate written legal documents, and to implement child support guidelines. Work history should reflect proficiency in case management and participation in court intervention cases concerning child support enforcement issues. Must demonstrate knowledge of interview methods and techniques. Must have strong computer skills in the use of Microsoft Word, Excel, Access and other data-related software programs. Must possess excellent oral and written communication skills. Must exhibit the ability to recognize and use accordingly skills related to confidentiality issues and professionalism issues. Must be able to work flexible hours. Must possess a valid driver's license and be insurable. Must be able to pass a background check (no felony convictions or misdemeanor convictions for offenses relating to children) and drug test.

**RESPONSIBILITIES:**

1. Perform case management services for all active clients utilizing management tools to ensure strict adherence to Federal, State, and Tribal agreements to increase consistent, long-term financial support and other services for client children.
2. Maintain proficiency in the Delaware Tribe Child Support Services codes, policies and procedures. Follow all procedures established by the Child Support Services Program to identify client needs and to provide case management services.
3. Receive training and maintain certifications to perform buccal swab genetic testing.
4. Coordinate client services with childcare services, GED programs, DHS, employment and training programs and others that can assist clients in removing barriers to employment.
5. Responsible for working other jurisdictions to collect debts, locate parents, facilitate write-offs, and gain full faith and credit on foreign orders.
6. Prepare case quarterly reports for submission to the Child Support Services Director.
7. Professionally represent the child support program and attend various community meetings and events to promote the goals and market the services of the program.

8. Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.
9. Receive training as necessary, including some out-of-state travel.
10. Perform any other work-related duties as assigned by immediate or controlling supervisor.
11. Document contacts, correspondence, and record all actions taken from case in the Tribe's child support computer system.
12. Inform applicants of case progress upon request
13. Respond to phone calls from public regarding court orders, complaint questions, etc.
14. Assist the Child Support Attorney in court by providing the necessary information and documentation on cases referred; testify in court as needed.
15. File court documents with the Tribal Courts, securing signatures and receiving new orders. Ensure all court documents are stamped on the reverse side of the court document.
16. Prepares and provides timely required paperwork and reports on assigned caseload to ensure proper notice and actions and the status of each case
17. Familiarity with Delaware Tribal Culture.
18. Professionally represent the child support program and attend various community meetings and events to promote the goals and market the services of the program.
19. Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.
20. Receive training as necessary, including some out-of-state travel.
21. Perform any other work-related duties as assigned by immediate supervisor.