

**Delaware Tribe of Indians
Position Description**

TITLE: Child Support Services Financial Specialist
IMMEDIATE SUPERVISOR: Child Support Services Director

POSITION SUMMARY:

This position involves the monitoring, disbursement, and collection of all child support payments received by the Delaware Tribe Child Support Services Program (CSS) from various sources. This position must have the ability to properly process all of the payments that may be received by the Tribal CSS and timely disburse the collections as soon as appropriate. The ability to complete complex child support calculations and accurately certify accounts to clients, courts, attorneys and other state and Tribal jurisdictions is necessary for the fulfillment of this position.

Provide comprehensive child support services to children, custodial parent, and non-custodial parent by performing advanced level of services including interviews, investigations, financial negotiations, and collections. Work includes monitoring ongoing cases, conducting extensive research and interviews, assisting in the preparation and modification of legal documents, negotiating stipulations, coordinating the processing of warrants and hearings. Document financial activities and produce statistical and financial reports.

The CSS Financial Specialist will be under the direction and supervision of the CSS Services Director. This position will serve as the official record keeper of all the Tribal CSS financial records.

QUALIFICATIONS:

Requirement is a minimum of an Associate's Degree in Business, Accounting, Marketing, Management or other business related field and a minimum of two years experience in social services work in public or private sector. Education in Human Services, Corrections Science, Paralegal, or related field may be substituted for required experience on a full-time equivalency basis. Requires proven ability to read court orders, to assess/evaluate written legal documents, and to implement child support guidelines. Must have the ability to comprehend and interpret a variety of documents including tax expense reports, case records, statutes, statistics, etc., ability to interact tactfully and positively with Tribal members and all levels of staff in a culturally diverse environment, experience dealing with individuals in crisis including strong customer service skills and the ability to defuse tense situations. Must have a working knowledge of commonly used office machines and computer software including multiple line telephones, (i.e. proficient in Microsoft Excel and Access). 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. Maintain accurate and complete financial records for each Tribal CSE case where a child support court order has been established.
6. Maintain and modify Excel spreadsheet equations so accounts debit and charge accurately.
7. Prepare and provide complex certified account statements to each client annually, upon request of a client and prior to a court hearing for modification.
8. Address any concerns or questions a Tribal CSS customer or staff member may have regarding the status of a child support account.
9. Read and understand complex child support account statements from other jurisdictions across the country.
10. Contact sources for income verification to collect data for cases requiring legal action; calculate child support obligations and debts; initiates appropriate collection actions; negotiates repayment of child support debts.
11. Document contacts, correspondence, and record all actions taken from case in the Tribe's child support computer system.
12. Examine and evaluate legal and other public records. Meet with people scheduled for court to negotiate stipulations.
13. Inform applicants of case progress upon request
14. Respond to phone calls from public regarding court orders, complaint questions, etc.

15. Assist the Child Support Attorney in court by providing the necessary information and documentation on cases referred; testify in court as needed.
16. 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.
17. Prepares and provides timely required paperwork and reports on assigned caseload to ensure proper notice and actions and the status of each case
18. Familiarity with Delaware Tribal Culture.
19. Responsible for working other jurisdictions to collect debts, locate parents, facilitate write-offs, and gain full faith and credit on foreign orders.
20. Prepare case quarterly reports for submission to the Child Support Services Director.
21. Professionally represent the child support program and attend various community meetings and events to promote the goals and market the services of the program.
22. Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.
23. Receive training as necessary, including some out-of-state travel.
24. Perform any other work-related duties as assigned by immediate supervisor.