



# DELAWARE TRIBE OF INDIANS

## JOB DESCRIPTION

<b>Position:</b>	Child Support Services Financial Specialist
<b>Department:</b>	Child Support Enforcement
<b>Employment Status:</b>	Regular
<b>Class:</b>	Full-Time
<b>Location:</b>	Caney, KS
<b>Immediate Supervisor:</b>	Child Support Enforcement Director
<b>Date Prepared:</b>	06/16/2016

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### GENERAL DESCRIPTION:

The Child Support Services Financial Specialist 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.

### QUALIFICATIONS:

A minimum of an Associate's Degree in Business, Accounting, Marketing, Management or other business related field

A minimum of two years experience in social services work in public or private sector

Education in Human Services, Collections 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

Ability to learn and retain the knowledge base of Tribal Child Support Enforcement Code, Policies and Procedures within Federal Mandated Regulations

Requires a high level of personal integrity and ethics

Requires a high level of problem solving and organization skills

Requires willingness and ability to learn new skills, including travel to conferences and training sessions

Proficient in Microsoft Office Suite programs

Requires good interpersonal, communication and teamwork skills

Requires a high level of confidentiality

Requires excellent verbal and written communication skills

Must have own transportation and clean driving record- may be required to drive GSA vehicle or tribal vehicle to meetings or training; Must comply with all Tribal Vehicle and Travel Policies.

#### **DUTIES AND RESPONSIBILITIES:**

Perform all financial services relate to Child Support case management 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.

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.

Receive training and maintain certifications to perform buccal swab genetic testing.

Coordinate client services with childcare services, GED programs, DRS, employment and training programs and others that can assist clients in removing barriers to employment.

Maintain accurate and complete financial records for each Tribal CSE case where a child support court order has been established.

Maintain and modify Excel spreadsheet equations so accounts debit and charge accurately.

Work closely and frequently with Case Specialist in the effective management of all applications and case files for Child Support Services.

Prepare and provide complex certified account statements to each client annually, upon request of a client and prior to a court hearing for modification.

Address any concerns or questions a Tribal CSS customer or staff member may have regarding the status of a child support account.

Read and understand complex child support account statements from other jurisdictions across the country.

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.

Document contacts, correspondence, and record all actions taken from case in the Tribe's child support computer system.

Examine and evaluate legal and other public records. Meet with people scheduled for court to negotiate stipulations.

Inform applicants of case progress upon request

Respond to phone calls from public regarding court orders, complaint questions, etc

Assist the Child Support Attorney in court by providing the necessary information and documentation on cases referred; testify in court as needed.

File court documents with the Tribal Court, securing signatures and receiving new orders with appropriate stamps by the Court Clerk. Ensure all court documents are stamped on the reverse side of the court document.

Prepares and provides timely required paperwork and reports on assigned caseload to ensure proper notice and actions and the status of each case.

Responsible for working other jurisdictions to collect debts, locate parents, facilitate write-offs, and gain full faith and credit on foreign orders.

Prepare case quarterly reports for submission to the Child Support Services Director.

Professionally represent the child support program and attend various community meetings and events to promote the goals and market the services of the program.

Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.

Receive training as necessary, including some out-of-state travel

Other duties as assigned by Child Support Enforcement Director