



COUNTY OF NYE

CLASS TITLE: CHILD SUPPORT CASEWORKER

BASIC FUNCTION:

Under the direction of the Supervising Child Support Administrator, performs duties relating to; assisting clients in the collection of child support, medical support, medical insurance and alimony payments; initiates appropriate administrative and legal procedures to maintain compliance with court orders set forth in Nevada Revised Statutes, Federal Regulations, State Child Support Manual and State and Office policies and procedures. Presents case facts with Court Judges and Hearing Masters in court. Establishes paternity through DNA testing. Investigate and interview complainants, defendants, witnesses, and other interested parties to determine facts of a case.

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists.*

Assigned job tasks/duties are not limited to the representative duties).

1. Takes notes, transcribes, and prepares general information into legal and/or correspondence form. Interviews complainants, defendants, witnesses, and other interested parties to obtain and verify information and to locate people and assets. Investigates and interviews clients concerning payment or non-payment of child support, spousal support, medical expenses and/or medical insurance coverage.
2. Discusses, negotiates, and establishes orders and negotiates settlements with attorneys and insurance companies and prepares information for court appearances. Makes court appearance arrangements, notifies the interested parties of dates; prepares briefs and briefs the Child Support attorney on cases prior to court appearances; attends hearings and presents case facts before Hearing Masters, Justice and District Court Judges.
3. Reading, understanding, applying, and explaining technical laws and legal procedures. Analyzing information and situations using sound independent judgement to make decisions and determine appropriate courses of action, including legal action. Research and accurately execute enforcement procedure for child support within time frames as provided by Nevada Revised Statute, Federal Regulations, State and Office Child Support policies and procedures.
4. Prepares and composes materials for trials, conferences, and prepares precise legal documents, such as, but not limited to, summons, bench warrants, wage garnishments, seizure of financial accounts, license suspensions, liens, judgement and orders, motion and orders, complaints, criminal pleadings, governor warrants and serves legal process papers. Handles paternity cases, tracking respondents via telephone, certified letters, and other means.
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and other means; performs or arranges paternity tests and forwards DNA samples analysis; initiates actions to adjudicate paternity, obtains orders; researches and evaluates financial status of both parties, negotiates agreement between parties and amends birth certificates.

6. Explains family support laws and regulations to clients and other interested parties; assist clients in completing forms. Initiates correspondence to public and private organizations and local, state and federal agencies to obtain documentary evidence and other sensitive information. Composes reports, correspondence and other written materials to clients and agencies
7. Set up and keep accurate and confidential case files and computer records of all assigned case activities. Prepare and update case audits as required to ensure accurate balances are reflected and reported to appropriate state and federal agencies. Accurately calculate amounts owed in accordance with various court orders, including but not limited to interest and penalties owed on cases.
8. Conducts financial investigations using available resources through state and federal agencies to locate assets used to determine defendant's ability to pay support in accordance with state and federal guidelines.
9. Monitors maintains and updates case files; monitors compliance and initiates appropriate enforcement actions as necessary. Inputs and updates cases in State/Federal child support system with all actions taken on case files. File and digitally scan documents and other related materials to case files.
10. Communicates in person, by telephone, or in writing with complainants, defendants, witnesses, other state and federal agencies, attorneys and business to obtain and provide information. Develop and maintain contacts with other departments and agencies to coordinate efforts.
11. Contribute to the efficiency and effectiveness of the department's service to its clients by offering suggestions and directing or participating as an active member of a team while working under pressure daily with constant interruptions. While also dealing with the public who may be angry, upset and mentally and verbally abusive.
12. Analyze information and calculate support obligations using a variety of financial information and child support guidelines.
13. Attend various meetings, training conferences, workshops and hearings requiring in-state and out of state travel.
14. Prepares financial audits and makes adjustments to correct errors if needed

KNOWLEDGE OF:

Knowledge of County, State, and Federal statutes, laws, and regulations as they pertain to child support, spousal support, medical support and health insurance; Legal office terminology, civil and criminal processes, procedures and the format of legal documents; Business arithmetic and letter writing; Methods, techniques and principals of effective interviewing, investigation and negotiation skills; Correct business English,

including spelling, grammar and punctuation; Techniques for dealing with the public, in person and over the telephone, often where relations may be confrontational or strained.

ABILITY TO:

Successfully work with people of a variety different socioeconomic and ethnic and cultural backgrounds where relations may be confrontational or strained; Prepare clear and concise reports, correspondence and other written materials; Make accurate arithmetic calculations; Organize own work, setting priorities and meeting critical deadlines;; Operate a personal computer utilizing a variety of standard software and specialty programs to manage and monitor cases and maintain accurate files, records and statistics; Work under pressure and multitask; Develop cooperative working relationships with your co-workers, attorneys, other states' public and private legal offices and child support representatives; Read, interpret, understand, apply and explain technical laws and legal procedures ; Analyze information and situations using sound and independent judgment to make decisions and determine appropriate course of action, including legal actions.

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: graduation from high school and/or G.E.D. equivalent and experience closely related to the duties and responsibilities of the class.

LICENSES AND CERTIFICATIONS:

Must maintain a valid Nevada driver's license and must be able to become certified in DNA buccal swab Collection within 12 months.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Not applicable.

CONTACTS:

Co-workers, attorneys, Judges, Sheriff's department, State and Federal agencies, clients, children, and public.

PHYSICAL EFFORT:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Mobility to work in a typical office and court setting, use standard office equipment, and to drive a motor vehicle to travel to various locations.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions: Legal office and court environment.