

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
IV-D Administrator

Position Title: IV-D Administrator

Date Approved: 6/28/2019

Date Revised:

Position Summary

This position is responsible for managing and supervising a unit under Title IV-D of the Social Security Act. Manages daily operations in the child support services unit to ensure compliance with State and Federal regulations, achievement of program goals, and to ensure that customer needs are met.

Reports To: Human Services Director

Experience and Qualifications

- 1) Associate's Degree in:
 - a) Business,
 - b) Paralegal
 - c) Or a closely related field with a minimum of five years' of progressively responsible experience related to child support services, assistance programs, adult programs, fraud investigation, self-sufficiency or related specialty social services;
 - d) Or any combination of education, training, and experience which provides a comparable level of knowledge, skills, and abilities.
 - e) Must be finger-printed and pass FBI/CBI background checks.
- 2) Extensive knowledge of:
 - a) Management techniques and human behavior
 - b) Court system and its workings with respect to child support and paternity
 - c) Regulations and laws pertaining to child support
 - d) Public relations and interpersonal communications skills
 - e) General methods of conflict resolution and stress management
 - f) Bookkeeping, budgetary procedures, and fiscal management
 - g) Working knowledge of legal environment related to social service programs for children and adults
 - h) Customer service

Competency/Skill Requirements

- 1) Ability to adjust flexibly to new situations encountered on a daily basis and ability to learn new duties quickly.
- 2) Ability to communicate effectively using both verbal and written communication.
- 3) Ability to maintain a high level of day-to-day communications and contact with internal and external partners, other states and counties, legal personnel, clients, constituents, and colleagues.

- 4) Ability to manage various tasks and duties simultaneously.
- 5) Ability to use common office machines, including popular computer-based word processing, spread sheets, ACSES, COVIS, QUICK, Court Link, and other file management systems.
- 6) Ability to network with other county and community programs.
- 7) Ability to perform under emotionally stressful situations
- 8) In depth knowledge of ethical guidelines applicable to the position as outlined by professional standards, federal, state, and local laws or ordinances.

General Duties and Responsibilities

Performs a variety of management and advanced paralegal duties related to planning, organizing, directing, and coordinating operations and services related to the Child Support Services program.

- 1) Arrives at work or at assigned locations punctually and attends work with minimal absences.
- 2) Accurately records time worked for purposes of compensation.
- 3) Creates, updates, and maintains current job descriptions.
- 4) Maintains a constructive working relationship between and among employees at all levels of the organization.
- 5) Coordinates and oversees completion of special projects as needed.
- 6) Works effectively both independently and as a member of a team.
- 7) Works professionally with others, both inside and outside of the organization.
- 8) Manages various tasks and duties simultaneously.

Key Responsibilities and Duties

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

Duties may include, but are not limited to, the following:

- 1) Establishes and enforces paternity, current support and medical support orders for IV-A, Non-IV-A, Foster Care, and Interstate Cases.
- 2) Interviews applicants to obtain absent parent information, the determination of existing court orders, location of the absent parent and their available assets.
- 3) Interviews absent parent and/or their attorney to obtain information to determine income and

assets; establishes support orders and negotiates settlements with absent parents; analyzes financial affidavits and negotiates stipulations for child support.

- 4) Reviews information provided by the applicant and researches case records to determine the most appropriate legal procedure applicable.
- 5) Researches other data bases, including but not limited to, Department of Labor, DMV, DOD, QUICK, IRG, FCR Query, CBMS, TRAILS, SIV.
- 6) Sets up and performs tissue type testing procedures for paternity cases, including seeing that legal requirements are met.
- 7) Prepares documentation and cases for presentations in court hearings. Appears and testifies at hearings.
- 8) Monitors child support payments and follows up with employers and/or obligors when necessary. Performs support order reviews.
- 9) Reports to TANF eligibility and CCAP technicians on the client's "cooperation" or "noncooperation". Notes any irregularities that may affect TANF eligibility.
- 10) Reviews the Monthly Monitoring Report and numerous other reports, analyzes data contained on the reports, and initiates resolutions to maximize the success of the child support program.
- 11) Contributes knowledge, ideas, concepts, and expertise in internal meetings, with other counties, with the state, and with the courts.
- 12) Develops annual program plans to be submitted and approved by the state department.
- 13) Files annual Confidentiality Agreement to maintain access to COVIS.
- 14) Completes annual IRS training and certification to maintain access to ACSES.
- 15) Completes APA certification every three years to retain the ability to use Administrative Process Action to establish child support orders.
- 16) Monitors and implements rules and statute changes or additions.
- 17) Attends scheduled supervisor and department staff meetings.
- 18) Participates in County, Region, and State trainings as required.

Working Environment

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential

to successful completion of typical duties. Common eye, hand, finger dexterity is required. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Limited lifting in the office of files and supplies not to exceed 40 pounds.

Safety Equipment

Proper use of all equipment in and out of the office and department vehicles.

Supervision Responsibilities: No Yes

Nature of Supervision: N/A

Equal Opportunity

Yuma County is an Equal Opportunity Employer and ensures equal employment opportunities are provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training and other benefits, terms and conditions of employment in a manner which does not discriminate on the basis of race, color, religion, sex, gender identity, national origin, age, disability, political affiliation or belief, veteran status, or any other non-merit factor.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT

Nothing in this job description restricts Yuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate. This does not constitute a contract, written or implied, between the County and any County employee. No employee should consider these guidelines as a contract. Yuma County does not guarantee any specific term or length of employment. All employees of the County are "at will employees".