

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPPORT INVESTIGATIONS SUPERVISOR **GRADE:** 13

TITLE ABBREVIATION: SUP INVEST SUPV **TITLE NO.:** 6751

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:** CHILD SUPPORT ENFORCEMENT

SUPERVISOR'S TITLE: COORDINATOR CHILD SUPPORT ENFORCEMENT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the supervision and coordination of the support investigation functions in the Child Support Enforcement Unit of the Orange County Department of Social Services. Work is carried out in compliance with Federal and State mandates, Orange County Family Court law and procedures, as well as local policies and procedures. Work is performed under the general supervision of the Coordinator of Child Support Enforcement with wide leeway allowed for developing and implementing investigative functions. Direct supervision is exercised over the work of the Senior Support Investigators and other personnel assigned to the support investigation functions. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Supervises and evaluates the work of subordinates assigned to the Support Investigations Unit;
2. Compiles and monitors data regarding caseloads and unit activity to ensure equal distribution and production;
3. Establishes procedures for the intake and assignment of cases in the Child Support Unit;
4. Establishes and implements procedures for conducting support investigation in the local social service district;
5. Implements program changes in response to Federal and State mandates or where compiled data indicates change to maintain compliance with mandated activities and time frames;
6. Reviews Child Support Cases and Child Support Court Dispositions for the purpose of quality control and further consideration of investigative or Court action;

7. Establishes and maintains an effective working relationship with the Orange County Family Court, the Probation Department, the County Attorney's Office, other county and law enforcement officials and other departments within and outside the agency;
8. Oversees and participates in the training of newly hired or promoted staff in support investigation procedures and techniques;
9. May act as the representative of the local social service district in proceedings involving child support.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of investigative principles and techniques used in determining the location and financial status of individuals; good knowledge of Federal and State Social Service laws, rules, and regulations as they apply to child support enforcement; ability to plan, supervise and evaluate the work of others; ability to prepare clear and accurate records and reports; ability to establish effective working relationships with others; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) An Associate's Degree in criminal justice, public or business administration, accounting or a related field and two (2) years of interviewing or investigating experience involving public contact;
OR
 - (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years experience as defined in (A) above; OR
 - (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.
- Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.