



## **NOTICE OF VACANCY** **Stark County Job & Family Services**

### **Supervisor, Child Support Enforcement Agency**

#### **SUMMARY**

Supervises and coordinates activities of child support enforcement staff, including interns and WEP clients, by performing the following duties. Develops curriculum and conducts programs to train employees on Child Support policies and procedures to ensure compliance with state and federal regulations, and maintains written policy and procedure for the agency.

#### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (The functions listed below are intended to depict general job assignments, abilities and responsibilities required of this position. Other duties as assigned.)**

Assigns and monitors work performed by case managers, account clerks and clerical specialists who perform tasks relating to the establishment, enforcement, fiscal audits and maintenance of child support cases.

Assists agency staff members through individual and group conferences in analyzing case problems and in improving their diagnostic and helping skills. Works to ensure accuracy, completion and compliance with agency, state, and federal rules, regulations & procedures.

Reviews case records and evaluates performance of staff members and recommends indicated action. Conducts both formal and informal performance evaluations of staff members, recommends discipline as needed, resolves conflicts within unit.

Participates in developing, writing, and implementing agency and divisional policies and training materials. Ensures employee adherence to agency policies and procedures.

Counsels clients individually or in groups on planned or experimental basis and in emergencies. May interview clients to determine child support services needed.

Trains new employees in areas such as technical training needs, agency policy, department procedures, and agency, program or government regulations.

Provides in-service training for new and experienced workers in areas such as new policies, procedures, and regulations.

Represents agency in community or in interagency activities. Attends conferences, training sessions and workshops, serves as liaison between unit staff and management team, and other divisions/agencies.

Conducts or directs staff development programs.

Participates in writing, developing, and implementing quality assurance initiatives. Identifies areas for improvement.

## **SUPERVISORY RESPONSIBILITIES**

Directly supervises up to 6-12 employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **QUALIFICATION REQUIREMENTS:**

*To perform this job satisfactorily, the employee must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made for individuals with disabilities.*

### **EDUCATION AND/OR EXPERIENCE**

Associate degree (A. A.) from an accredited college or university, Bachelor's degree preferred. Must have a minimum of three (3) years of experience in a Child Support Enforcement agency with both program knowledge and experience using SETS daily. Prior supervisory experience preferred.

To apply, please access the agency's website at [www.starkjfs.org](http://www.starkjfs.org) An online application can be found under the Careers link. Applicants have the ability to upload a letter of interest and current resume.

We are an equal opportunity employer that does not discriminate based upon sex, race, creed, color, age, national origin or disability. Applicants may request reasonable accommodations to participate in the interview process.

**NO PHONE CALLS WILL BE ACCEPTED**