

CASEWORK SUPERVISOR-F.O.C.

GENERAL STATEMENT OF DUTIES: Responsible for daily operational functions of the Friend of the Court (enforcement teams, information center, call center, computer information systems, record processing, special projects and locate sections). Responsible for assuring employees have a thorough understanding and working knowledge of Friend of the Court policies and procedures. Assists Administrative Assistant in policy and procedure development Reports to Administrative Assistant for the Friend of the Court.

STATEMENT OF TASKS:

Review and monitor work flow of subordinates for quality, compliance with Friend of the court policies and procedures, Federal and State Child support Enforcement standards, Federal and State rules and legal statutes which govern the Child Support Enforcement program;

Arranges work assignments for staff;

Conducts analysis of problems, needs, task and available resources (including staff capabilities) in order to ensure completion of tasks and goals of those supervised;

Assess training needs and make recommendations for training;

Provides formal instruction to new and ongoing staff regarding Federal and State rules and regulations and the legal aspects of the Child Support Enforcement program;

Makes recommendations for development and implementation of job performance standards based on job descriptions, program goals, State and Federal standards;

Assists subordinates in the use of technical systems;

Provides support, consultation, direction, instruction, advice to assigned clerical and caseworker staff including recommendations based on review of work;

Consults with Director, Administrative Assistant and staff attorneys on situations that merit further investigation or approval;

Plans, coordinates and lead informational meetings;

Coordinates and facilitates community events as assigned;

Monitors and assesses caseloads of employees to ensure efficiency and effectiveness;

Participates in team meetings that include evaluation and planning to obtain departmental goals and objectives.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the Michigan child support system

Strong interpersonal skills with ability to develop and maintain professional and respectful relationships

Proficiency in problem solving and conflict resolution skills

Proficient with technical systems utilized within the Friend of the Court

Excellent communication skills, both written and oral

Strong organizational skills

Proficient in: Microsoft applications (Word, Excel, Outlook); ImageSoft, MiCSES

MINIMUM QUALIFICATIONS:

Master's Degree –AND- one (1) year of experience related to the Friend of the Court operations

-OR-

Bachelor's Degree –AND- three (3) years of experience related to the Friend of the Court operations

Established: June 13, 1984

Revised: August 16, 1989

Revised: May 12, 2008

Revised: June 12, 2014



Human Resources Director