

**WOOD COUNTY, OHIO
POSITION DESCRIPTION**

POSITION: CSEA Case Manager
DEPARTMENT: Job & Family Services

PAY GRADE: 6
STATUS: Classified, FLSA Non-Exempt

PURPOSE OF POSITION

The purpose of this position is to maintain a caseload of child support cases including paternity, foster care, custody, support, and interstate actions and to act as primary contact to consumers.

ESSENTIAL FUNCTIONS

In addition to consistent and reliable attendance, the following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Refer to the Comprehensive Position Questionnaire (CPQ) for this position for percentages of time.

Provides customer service; receives and responds to clients seeking support services; provides information and answers questions regarding child support processes, procedures, rules, and regulations; assists with completing applications and gathering documentation; makes referrals to other County and community resources; receives and resolves a variety of complaints concerning cases.

Processes new case files; reviews, registers, and processes applications or interstate petitions in compliance with local, state, and federal requirements and timeframes; interviews applicants; gathers information to verify facts; locates absent parents; establishes parentage and enforceable support obligations; interprets and applies family support laws; recommends other child support enforcement activities to compel compliance; and ensures accuracy of case record.

Manages all assigned cases by periodic review of case status reports: initiates required actions to assure the establishment and/or enforcement of a support order; sends wage withholding orders to employers; places liens on bank accounts and worker's compensation claims; investigates and responds to inquiries and complaints concerning individual cases in a manner consistent with federal and state laws and agency policy; monitors status of support orders; reviews and maintains case files and documentation.

Monitors case through to completion; obtains required documentation for the entry of financial and medical support orders as required; monitors DNA Testing; manages and responds to daily prompts, emails, and escalation reports; communicates with other state agencies to exchange information; performs required case action.

Responds to requests from Child Support Agencies in other states; receives and responds to emails and reports; provides information, answers questions, and determines appropriate action; documents all actions in case management system.

Takes administrative enforcement action on cases that qualify, such as license suspension, process lump sum notifications, insurance settlements, withhold from Financial Institution Data Matches, unclaimed funds, etc.; completes legal referrals for contempt, criminal nonsupport, or community control violations on cases that qualify.

Prepares cases for court by compiling all necessary data; creates legal petitions to be filed in clerk's office; reviews cases to confirm if service has been provided for respondent; prepares child support worksheet to determine obligation; creates and prints orders; meets with respondents to review, explain, and discuss proposed order.

Processes contempt of court orders for non-payment of child support; determines arrears balance; completes appropriate financial audit of the case; determines the accuracy of the debt owed; reviews court orders and pay history; completes contempt petition; testifies in court if applicable; mails related correspondence to other state and respondent.

Maintains and enters case files, documentation, and actions into departmental tracking systems; enters client information and data, support orders, account balance changes, etc.; verifies accuracy and completeness of data and information; and prepares case documentation for court, as needed.

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Performs a variety of clerical functions including typing, filing, answering phones, taking, and relaying messages, etc.

Attends meetings, seminars, conferences, and training sessions to remain current with local, state, and federal policies and procedures.

MINIMUM QUALIFICATIONS

Associate's degree in social services or a closely related field required; supplemented by two years of case management experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Valid driver's license preferred.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, such as a computer, modem, and general office equipment, and/or materials used in performing essential functions.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks require familiarity with current software and may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Wood County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.