

Scott County Government

Position Description Form

Position: Job Title: Child Support Case Worker
Department Name: Scott County Attorney's Office
Supervisor Title: Child Support Supervisor

Position Summary

Case workers are expected to communicate all aspects of child support cases to lawyers and all parties involved. The case worker is expected to maintain a professional and compassionate attitude to achieve a positive outcome.

Duties and Responsibilities

Essential Duties:

General Duties

- Assesses client needs, providing information on their accounts and/or referring them to in-house specialized services and/or community services offered by partnering agencies.
- Interprets and explains relevant statutes, regulations, and procedures to case participants. Explains the responsibilities and role of the child support agency in establishing paternity, a legal obligation for support, and the enforcement of support orders.
- Uses multiple computer programs to research, provide information, manage, and update electronic case files; reviews and ensures quality control of inputted information and data for accuracy.
- Returns calls and emails to custodial parents, non-custodial parents, attorneys, other caseworkers, and local law enforcement.
- Makes sure all information on KASES is updated and accurate.
- Serves as a liaison between all attorneys and parties involved.
- Assists clients with completion of documents and forms.

Case Intake/ Initiation Duties

- Inputs and assesses child support applications.
- Makes initial assessment of case venue and jurisdiction to determine the appropriate course of action for case management and what is required to meet legal requirements for establishing paternity, support, and health insurance orders, and enforcing court ordered obligations.
- Interviews involved parties to confirm facts, verify data, determine income, and locate persons.

Paternity Duties

- Drafts, prepares, and files: Complaint, Entry of Appearance, Motion for Paternity Testing, Motion to Establish Paternity, Motion to Dismiss, Order for Paternity Testing, Order to Establish Paternity, Responses to Motions, Affidavits, Response to Discovery
- Collaborates with DDC to obtain DNA test results.
- Determines if paternity needs to be established and schedules genetic testing.
- Coordinates with the Kentucky foster care program to establish paternity and support for children removed from the care of their parents.

- Coordinates with the community-based services office to ensure that those receiving state assistance cooperate with the Kentucky Division of Child Support in establishing paternity, support, and medical orders.

Establishment/ Modification Duties

- Prepares cases and attends hearings and motion hours.
- Collaborates with local law enforcement to ensure proper service of complaints, motions, and warrants.
- Performs legal research.
- Collects and utilize income, proof of medical insurance, proof of daycare, and proof of support being paid for other children to calculate child support obligation per the guidelines adopted by the Commonwealth of Kentucky.
- Discusses, negotiates, and establishes child support and arrears payments.
- Administers audits to determine the number of arrearages owed, and to whom the arrearages are owed.

Enforcement Duties

- Executes collection calls, written and/or in-person interactions to solicit child support payments and/or set-up repayment plans on overdue accounts; provides advice on debt repayment policies and default consequences.
- Conducts status hearings without the appearance of child support attorney or judge.
- Performs enforcement actions such as, suspending driver's license, professional license, and placing liens of property.
- Completes wage garnishments.
- Prepares case for legal referral for criminal non-support cases to the Commonwealth Attorney, recommending felony prosecution of cases with extensive record of non-payment.
- Monitors compliance with court orders for medical insurance.

Interstate Duties

- Collects and utilize income, proof of medical insurance, proof of daycare, and proof of support being paid for other children to calculate child support obligation per the guidelines adopted by the Commonwealth of Kentucky.
- Executes collection calls, written and/or in-person interactions to solicit child support payments and/or set-up repayment plans on overdue accounts; provides advice on debt repayment policies and default consequences.
- Utilizes knowledge of the Uniform Interstate Family Support Act (UIFSA) for purposes of preparing and filing the proper UIFSA Petition with another state.
- Responsible for checking KOG for incoming UIFSA documents.

Secondary Duties:

Performs other duties that may be assigned or required.

Position Dimensions

Please do not indicate personal qualifications but rather the job requirements.

Education and Experience: A high school education and two years of related work experience. An associate degree in a related field of study is also accepted. Preference will be given to those with a bachelor's degree in a related field of study and/or three or more years of child support caseworker experience.

Supervisory Responsibility: List the number of people you supervise and titles, if any.

None

Technology: Proficiency in the use of Microsoft Word, Excel, Outlook and database systems.

Working Conditions Component

Working conditions are the physical surroundings of a worker in a specific job.

Mark the work conditions that are present on the job.

- 75% or more of the work is performed indoors
- 75% or more of the work is performed outdoors
- Work is performed in equal amounts inside and outside
- Extremes of cold and temperature changes
- Extremes of hot and temperature changes
- Wet Surroundings: Contact with water or other liquids.
- Humid Surroundings: Atmospheric condition with moisture content sufficiently high to cause marked bodily discomfort.
- Sufficient noise, either constant or intermittent, to cause marked distraction or possible injury to the sense of hearing.
- Sufficient vibration (production of an oscillating movement or strain on the body or its extremities from repeated motion or shock) to cause bodily harm if endured day after day.
- Fumes such as smoky or vaporous exhalations thrown off as the result of combustion or chemical reaction.
- Odors to include any disagreeable sensation, stimulation, or perception of the sense of smell.
- Dust such as textile dust, flour, wood, leather, feathers, etc., and inorganic dust such as silica and asbestos which make the workplace unpleasant.

List any other disagreeable elements present in the work environment.

Strength Rating

Following are descriptions of the five terms in which the Strength Requirement is expressed. Check the appropriate description that best describes the overall physical demands of the position.

- S-Sedentary Work** – Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, push, carry, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary when walking and standing are required only occasionally and all other sedentary criteria are met.
- L-Light Work** – Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree, or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials event though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.
- M-Medium Work** – Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Light Work.
- H-Heavy Work** – Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for medium work.
- V- Very Heavy Work** – Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Heavy Work.