



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30144

CASE MANAGER/INVESTIGATOR SUPERVISOR 1

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE 1/29/01

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Case Manager/Investigator Supervisor 1 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.



Summary of Essential Duties

The primary purpose of the Case Manager/Investigator Supervisor 1 position is to supervise Child Support Case Managers and/or investigators in the agency, as well as to represent the agency in disputes over specific cases. The incumbent also serves as an agency representative to state legislative committees, and conducts administrative hearings. In smaller county departments of job and family services, position will also oversee all child support enforcement functions including collections and disbursements and all other related fiscal issues, and supervises other assigned personnel (e.g., account clerks, attorney) as part of the Rank One job duty, when assigned.

Duties

Frequency: 50% +/- 15%

- I. Provides direct supervision to Child Support Case Managers and/or Investigators. In smaller county departments of job and family services, position will also oversee all child support enforcement functions including collections and disbursements and all other related fiscal issues, and supervises other assigned personnel (e.g., account clerks, attorney) in addition to investigators, when assigned.
 - A. Determines need for new staff members.
 - B. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
 - C. Disciplines subordinates, when necessary.
 - D. Reviews, approves or denies employee requests for leave.
 - E. Completes performance evaluations on subordinates' work.
 - F. Meets with subordinates regarding any grievances.
 - G. Provides training and guidance to subordinates concerning case management/investigative practices.
 - H. Conducts staff meetings.
 - I. Trains subordinates on new procedures and guidelines.

Frequency 20% +/- 10%



II. Represents agency in specific child support and/or fraud cases.

Frequency: 15%+/-5%

III. Conducts administrative hearings (e.g., paternity, support, mistake of fact, modification).

Frequency: 5% +/- 2%

IV. Prepares necessary case management/investigative reports and records concerning child support or fraud cases.

Frequency: 6% +/- 2%

V. Performs budgeting functions.

Frequency 2% +/- 1%

VI. Represents the agency in the community; attends meetings and training as needed.

Frequency 2% +/- 1%

VII. Promotes public relations.



**KSA'S FOR THE
JOB CLASSIFICATION OF
CASE MANAGER/INVESTIGATOR SUPERVISOR 1**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Supervisory practices; Interviewing; Personnel practices; Training and development principles; Laws, rules and regulations pertaining to case management/investigative practices; Court proceedings; Automobile operations; Fraud investigation procedures; Child support policies and procedures; Credit reports and BMV records; Agency computer systems (e.g., Skip Tracer); The ADA and CRA.	Oral Communication; Supervising; Interviewing; Advising; Driving; Organization.	Extract information from various sources; Work with others; Maintain accurate records; Supervise others; Complete forms pertaining to case management/investigative issues; Proofread materials; Interview others; Advise and provide guidance to others; Develop corrective action plans for employees; Interpret legal mandates and summary judgements at a basic level; Monitor child support cases and fraud investigations; Recommend qualified candidates; Assign work to others; Conduct credit check reports; Perform investigative/case management field work; Drive a motor vehicle; Monitor the work of others; Train others; Complete performance evaluations; Discipline others; Explain assignments, procedures or situations to others; Use computers.
II	State hearing procedures (e.g., preparation of appeal summary); Fraud/Child support procedures; Mistake of Fact Hearings; Subpoenas and court appearances.	Reading comprehension; Organization; Oral communication; Public speaking.	Testify in court hearings; Listen and respond to questions in court; Maintain accurate records; Write reports (e.g., appeal summaries); Interpret technical materials (e.g., court documents).
III	Administrative hearing procedures; Interviewing principles; Paternity hearing procedures; Federal, State and Local laws, rules and regulations regarding paternity cases and fraud; Mistake of Fact hearing procedures; Child support forms.	Organization; Writing; Interviewing.	Conduct Modification Hearings; Extract information from various sources; Collect data; Interview clients regarding Paternity and Support hearings; Complete forms (e.g., child support related); Address client's appeal; Conduct Mistake of Fact hearings; Determine the amount of support a client should receive; Update client personal information; Obtain pertinent information, data and forms.



<p>IV</p>	<p>Social welfare issues; Office practiced and procedures; Office equipment; Typing principles; Word processing functions; Report writing (Good Cause Report, monthly, quarterly, yearly); Financial reporting; Check writing (ADC, client checks); W4 forms; Basic mathematics and use of a calculator;</p>	<p>Typing/word processing; Manual dexterity; Report writing; Basic mathematics.</p>	<p>Extract information from various sources (e.g., files and computers); Write/Prepare reports (e.g., financial reports, Good Cause Report); Maintain accurate records; Perform basic mathematical calculations (e.g., add, subtract multiple and divide numbers); Use a calculator; Write checks; Prepare W4 forms; Complete forms; Prepare correspondence to both payor and payee of a case; Proofread materials; Arrange case records/files chronologically; Gather, collate and summarize information; Add up check register at the end of the month.</p>
<p>V</p>	<p>Budgetary functions (e.g., allocations and expenditures); Typing principles; Word processing functions; Distribution of funds; Final bank reconciliation reports.</p>	<p>Intermediate mathematics; Organization; Typing/data entry.</p>	<p>Perform intermediate mathematics (e.g., add, subtract, multiply and divide fractions, decimals and percentages); Complete Final Bank Reconciliation Reports; Monitor compliance with budget; Review distribution of funds; Complete forms; Correct mistakes in reconciliation reports.</p>
<p>VI</p>	<p>Tax Offset Program; Agency computer systems (e.g., CRIS-E); Administrative practices; Child support payment procedures.</p>	<p>Computer operation; Organization; Data entry/typing; Oral communication.</p>	<p>Respond to complaints regarding the Tax Offset Program; Determine those who are eligible for the Tax Offset Program; Complete and send out notices to those eligible for the Tax Offset Program; Use CRIS-E computer system; Maintain and update computer records of eligible clients.</p>
<p>VII</p>	<p>Set Conversion Readiness Audit Program (SCRAP); Archiving system (e.g., filing or changing computer records); Computer systems.</p>	<p>Computer operating; Organization and filing.</p>	<p>Oversee SCRAP; Use computer systems; Set up computer system that marks cases after they have been open over three years; Determine whether case is closed; Send files to archive office;</p>
<p>VIII</p>	<p>Public relations issues; Agency services; Rights of unwed parents; Support laws; Federal, State and Local laws, rules, regulations and procedures pertaining to support and paternity.</p>	<p>Public speaking; Oral communication; Presentation; Organization.</p>	<p>Conduct lectures and presentations; Explain rights of unwed parents, support laws and other various services; Ensure enforcement of new laws, compliance issues, or procedural issues related to the conduction of support and paternity hearings.</p>



Minimum Qualifications

- Two years experience as an Investigator 2, 30142.

- Or completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field. Also requires two years investigative experience in a social service agency or similar environment.

- Or one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in criminal investigations, one course or six months experience in case preparation techniques, one course or six months experience in criminal courts proceedings, one course or six months experience in techniques of writing, and one course in typing, keyboarding or word processing. Also requires two years investigative experience in a social service agency or similar environment..

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The employee ensures procedures within the unit are in compliance with policy. If errors in implementing or interpreting policy occur, clients may be incorrectly denied/approved for benefits which can potentially have an effect on their physical safety, however, errors are rare and are generally not harmful. Therefore, reasonable care is required to protect clients. Additionally, the position involves very limited probability of any injury, such as would be expected in typical office environments. The position requires normal use of safe work practices.