

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST I

POSITION CODE: 07198

Effective: 10/01/2008

DISTINGUISHING FEATURES OF WORK:

Under direction, interviews customers and collateral contacts and reviews Uniform Interstate Family Support Act (UIFSA) petitions received from IV-D agencies/jurisdiction (federally designated child support enforcement program of other states) to establish paternity and support agreements with non-custodial parents (NCP's); initiates and generates referrals for court or administrative action to establish paternity and secure support from NCP's; reviews and reconciles complex child support case records, including financial information; appears at administrative hearings as a party to the proceedings, as a witness, as an agency expert, or as a source to furnish documentation for informational purposes; implements and interprets child support policies, rules, and procedures for local office staff, customers, and collateral contacts; makes referrals to locate NCP's.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interviews customers and collateral contacts and reviews Uniform Interstate Family Support Act (UIFSA) petitions received from other IV-D agencies/jurisdictions to establish paternity and support agreements with NCP's; prepares case records with forms for determining support responsibility; issues support agreements; secures and enforces support.
2. Initiates and generates referrals for court or administrative action to establish paternity and secure support from NCP's; submits required forms, documentation, and recommendations; updates and follows through on records of cases resulting from court or administrative action; provides services to other jurisdictions on the basis of reciprocity; enters administrative and judicial orders into the Key Information Delivery System (KIDS).
3. Reviews and reconciles complex child support case records, including financial information; calculates proper child support balances; posts missing payments to system and corrects improper balances with adjustments; determines correct distribution of child support collected and properly issues retained payments to either the custodial parent or NCP; generates correspondence to collateral contacts, including the custodial parent and the NCP.
4. Responds to inquiries from customers; maintains phone contact and initiates correspondence to determine changes in customer case status; records case status changes in KIDS, such as changes in address, family unit composition, and support computation; notifies customer of changes in status and appeal rights; updates data pertaining to assigned caseload by completing and filing all agency forms; makes appropriate entries in case records in KIDS of all action taken; ensures that documents

placed in record are accurate and complete.

CHILD SUPPORT SPECIALIST I (continued)

5. Implements and interprets child support policies, rules, and procedures for local office staff, customers, and collateral contacts; serves as a resource person.
6. Appears in court or at administrative hearings as a party to the proceedings, a witness, an agency expert, or a source to furnish documentation for informational purposes.
7. Makes referrals for location of NCP's; updates child support accounts.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires successful completion of the Child Support Specialist Trainee program.

Knowledge, Skills, and Abilities

Requires working knowledge of casework principles, methods, and practices as they relate to establishing paternity and establishing and enforcing support.

Requires working knowledge of the Illinois Marriage and Dissolution Act and the Illinois Parentage Act.

Requires working knowledge of the federal and state policies and practices underlying the state/federal IV-D program.

Requires working knowledge of judicial and administrative practices and procedures related to establishment of paternity and establishment and enforcement of support.

Requires working knowledge of casework principles, methods, and practices.

Requires working knowledge of interviewing techniques.

Requires ability to perform detailed work involving written or numerical data and to make arithmetical calculations rapidly and accurately.

Requires ability to examine and evaluate data in accordance with established criteria.

Requires ability to define problems, collect data, establish facts, draw valid conclusions, and interpret technical manuals.

Requires ability to prepare clear, concise, and accurate reports and interpret findings and agency policies effectively in writing.

Requires ability to establish and maintain satisfactory working relationships with customers, collateral contacts, and the general public.

Requires personal computer skills utilizing various software (e.g., spreadsheets, databases, etc.).

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

May require possession of a valid appropriate driver's license or an ability to travel.