

## SUPERVISING SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent in this class is responsible for supervising a unit involved in Support Investigation and Enforcement activities. Responsibilities include performing investigations to locate absent parents, determining the ability of absent parent to provide financial support, establishing both voluntary and court ordered support agreements, monitoring the enforcement aspects of these agreements and, as assigned, acting as a liaison with the Family Court. An incumbent is also responsible for training and evaluating assigned staff, work review, planning and distributing work assignments, and informing staff of mandated program and procedural changes. The responsibilities of this position are broad in scope and are performed with independence and may involve the coordination of a variety of administrative responsibilities. Supervision is exercised over a number of subordinate and clerical support personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Establishes procedures for the intake, assignment and control of cases either for investigation or review prior to scheduling for the Family Court calendar;

Establishes and implements procedures for conducting location and financial investigations, for monitoring enforcement of support agreements both voluntary and court ordered including collections and arrears, and for the review and preparation of cases, as assigned, for entry on the Family Court calendar;

Interprets federal, state and local policies, programs and procedures as they relate to Title IV-D regulations;

Supervises the maintenance and preparation of necessary reports, records, files and forms related to financial investigations, voluntary agreements and enforcement efforts, location work and enforcement activities;

Establishes and maintains effective working relationships with the Family Court, Probation Department, District Attorney as well as community groups;

Oversees and participates in the training of staff in location and financial investigation and enforcement procedures and techniques;

Plans, supervises and evaluates the performance of all assigned personnel;

Participates in the development of policies and procedures of a unit, office, and/or department, and reviews agency policies and procedures on an ongoing basis in order to keep workers informed of any changes;

Evaluates, plans, monitors and initiates corrective action for management systems and programs in unit;

Participates in in-service training programs (including internal assignments to Central Office program areas up to a maximum of one year) in order to develop skills and keep abreast of the field of Social Services;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

May act as the department's representative to the Family Court in court proceedings involving child support and enforcement;

Monitors support collections and arrears;

Assists in establishing and implementing procedures for receiving and transmitting pertinent case information among support investigation and enforcement units and other units in the agency;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed;

Prepares required reports and correspondence.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of investigative techniques used in determining the location and financial status of individuals; thorough knowledge of office terminology; thorough knowledge of federal, state and local social service laws, rules, regulations as they apply to child support enforcement; ability to use applicable financial records and reports; ability to plan, direct, evaluate and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to communicate effectively both orally and in writing; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to establish and maintain effective working relationships with others; tact; resourcefulness; good judgment; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and seven years experience where the primary function of the position was investigating for child support enforcement in a public social services agency or social services contract agency.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to five years of the above stated experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C1437  
Job Group: XI