

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST II

POSITION CODE: 07199

Effective: 10/01/2008

DISTINGUISHING FEATURES OF WORK:

Under general direction, serves as a lead worker to team members performing individual Child Support Specialist I work functions; or regularly handles the more complex cases and serves as an expert witness in court and at administrative hearings; performs quality control reviews, provides technical support and conducts training for Child Support Trainees and Child Support Specialist I's; reviews and reconciles more complex (i.e., multiple children with multiple obligations, multiple orders and multiple obligations, changed custody/third party caretakers) child support case records, including financial information; presents direct testimony and production of evidentiary material, facts relative to the disposition of cases; provides input into Corrective Action Plans (CAP's) and performance evaluations for lower level staff; participates in the planning and implementing of judicial, administrative, and legislative policies relating to support enforcement in Illinois.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as a lead worker to team members performing Child Support Specialist I work functions; assigns and reviews work; performs quality control reviews, provides technical support and conducts training for Child Support Trainees and Child Support Specialist I's; identifies and addresses ongoing training needs for team staff; provides input related to worker performance; serves as a resource person to Child Support Trainees and Child Support Specialist I's.
2. Reviews and reconciles the more complex (e.g., multiple orders and multiple obligations, and cases with changed custody/third party caretakers) child support case records, including financial information; reviews Legal Action Referrals for accuracy and completeness; evaluates and conducts case review, analyzes and compiles review findings, and makes recommendations for further actions.
3. Serves as an expert witness in court and at administrative hearings; presents direct testimony and production of evidentiary material, facts relative to the disposition of cases; participates directly in the disposition of cases by summarizing previous actions and findings and presents points for legal conclusions; recommends appropriate actions
4. Provides input into CAP's and evaluations; documents employee work progress and accuracy as the CAP progresses; participates in CAP progress review meetings
5. Participates in the planning and implementing of judicial, administrative, and legislative policies relating to support enforcement in Illinois; implements and interprets child support policies, rules, and procedures for local office staff, customers, and collateral contacts

CHILD SUPPORT SPECIALIST II (continued)

6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

- Requires two years of Child Support Specialist I experience.
- Requires extensive knowledge of court and administrative practices related to parentage and child support.
- Requires extensive experience in applying analytical tools to assess a child support case.

Knowledge, Skills, and Abilities

- Requires extensive knowledge of casework principles, methods, and practices as they relate to establishing paternity and establishing and enforcing support
- Requires extensive knowledge of the Illinois Marriage and Dissolution Act and the Illinois Parentage Act
- Requires extensive knowledge of the federal and state policies and practices underlying the state/federal IV-D program
- Requires extensive knowledge of judicial and administrative practices and procedures related to establishment of paternity and establishment and enforcement of support
- Requires extensive knowledge of casework principles, methods, and practices.
- Requires extensive 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 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.