

Sisseton-Wahpeton Oyate

Job Description

Job Title: Local Case Specialist I

Reports to: SWOCSE Director

Summary:

This position works with local and other jurisdictions, state and tribal, to process and/or establish child support orders for non-custodial parents living and/or working within the jurisdiction of the Sisseton Wahpeton Oyate. Monitors on-going cases and prepares all necessary documents such as modifications, wage withholdings, orders, and correspondence associated with a case.

Duties and Responsibilities:

- Responds to referrals/transmittals from other Tribal and State jurisdictions for recognition of foreign child support orders.
- Performs case management tasks associated with establishment and/or modification of child support orders, calculations of amount of support, establishment of paternity, submission of wage withholding orders, tax intercepts, and other enforcement actions as needed.
- Accomplishes client intake procedures, including assistance with client applications for services, interviewing clients, and ensuring all necessary documentation is performed and/or collected for inclusion in the case file.
- Conducts investigative tasks, including verifying client information, location of absent parent(s), and verification of employment.
- Represents clients in Child Support Court proceedings, including preparation and filing of petitions, complaints, notices, affidavits, and orders.
- Negotiates voluntary child support agreements between custodial and non-custodial parents whenever possible.
- Required to become certified to perform buccal swabs paternity testing.
- Recommends and performs case transfers to federal jurisdiction when necessary.
- Networks with other community, state, and tribal resources.
- Responds to inquiries from the general public.
- Perform program mandated functions, including but not limited to: customer and community outreach, quality assurance and program improvement, training and any other function required by the SWOCSE Program Director.

- Contacts sources for income verification to collect data for cases requiring legal action; calculate child support obligations and debts; initiate appropriate collection actions, negotiates repayment of child support debts.
- Comprehend, apply, and explain Federal and tribal child support laws and regulations.
- Comprehend and apply SWOCSE program policies and SWO Child Support related ordinances.
- Required to work effectively and in a timely manner when faced with high volume of work, multiple deadlines, frequent interruptions, and emotional individuals.
- Work collaboratively or independently with co-workers, clients, elected officials, professional representatives, the court, outside entities, and the general public.
- Attends meetings, conferences, and training when necessary or required.

QUALIFICATION REQUIREMENTS:

- Knowledge of Federal, State, and Tribal policies, regulations, and legal procedures applicable to SWO Child Support Enforcement Program.
- Proficient with computers and various software Programs.
- Must successfully pass a background check.
- Knowledge of regulations regarding confidentiality; ability to maintain strict confidentiality and compliance with Privacy Act requirements.
- Ability to interact effectively and work cooperatively with clients, the general public, co-workers, outside agencies, and officials.
- Ability to communicate effectively orally and in writing.
- Ability to organize significant caseload and to multitask work assignments.
- Must possess a valid driver's license.

EDUCATION and/or EXPERIENCE:

- Minimum of Associates Degree in legal studies, Business or Public Administration, or Human Services preferred but not required.
- At least one year previous experience working with law enforcement, TANF, social services, or Child Support Enforcement preferred.

Approved  Date 12/29/2021