AGENDA

1. **Call to Order / Flag Salute / Roll Call**

2. **Public Comment Period**
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. **Minutes**
   The following draft minutes are submitted for approval:
   a. March 6, 2019
   b. March 27, 2019

4. **Request to Approve Revised Job Specification(s):**
   a. Family Support Officer
   b. Supervising Family Support Officer

5. **Closed Session (per Government Code Section 54957): Hearing and deliberations regarding Appeals #A18-06, #A18-07, #A18-08, #A18-11 and Grievances #G18-01 and #G18-04.**

6. **Closed Session (per Government Code Section 54957): Hearing and deliberations regarding Appeal #A18-02.**

7. **Reports**
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

8. **Adjournment**
Civil Service Commission

Special Session Meeting
Wednesday March 06, 2019
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Commissioner Ohannesian, Vice President Nix, and Commissioner Nicholson

Staff: Acting Commission Secretary, Frank Stapleton
       Commission Clerk, Rosa Reyes

Outside Counsel: Steve Simas, Attorney

1. Call to Order / Flag Salute / Roll Call
   President Bergman called the meeting to order and led the flag salute. Roll was called. All commissioners were present. (District Three is currently vacant)

2. Public Comment Period
   President Bergman asked if there were any members of the public wishing to address the Commission at this time. Seeing none he closed the public comment period.

   President Bergman took this item into Closed Session. After the hearing was concluded President Bergman brought the meeting into Open Session for Reports (item 4).

4. Reports:
   There were no reports.

5. Adjournment:
   President Bergman adjourned the meeting.

* Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.
Civil Service Commission

Regular Session Meeting
Wednesday March 27, 2019
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Commissioner Ohannesian and Vice President Nix

Staff: Acting Commission Secretary, Jamie Russell
Commission Clerk, Rosa Reyes

Counsel: Nina Negranti, County Counsel

Outside Counsel: Steve Simas, Attorney

1. Call to Order / Flag Salute / Roll Call
   President Bergman called the meeting to order and led the flag salute. Roll was called. Commissioner Nicholson was absent. (District Three is currently vacant)

2. Public Comment Period
   President Bergman asked if there were any members of the public wishing to address the Commission at this time.

   Lee Collins, retired former Director of Department of Social Services addressed the Commission. Mr. Collins expressed concerns over the County's interpretation of Rules concerning probationary employees. He specifically brought forward Rule 2.43 and Rule 11.05.

   There were no other members of the public wishing to address the Commission. President Bergman moved to item 3.

3. Minutes
   a. February 26, 2019
   b. February 27, 2019

   Vice President Nix moved to approve the minutes as presented. Commissioner Ohannesian seconded the motion. Motion passed 3-0-1.
4. **Request to Approve New Job Specification(s):**
   
a. **Deputy Clerk of the Board**

Mark Zeltman, Human Resource Analyst and Guy Savage, Assistant County Administrator presented the new job specification of Deputy Clerk of the Board-Confidential. This position is currently allocated in the Clerk-Recorder's Office, with the Clerk-Recorder serving as Clerk of the Board. This job function provides several services to the public and to the Board of Supervisors. Mr. Zeltman provided a synopsis of the significant duties of the Clerk of the Board. Because the County Administrative Officer (CAO) works more closely with the Board of Supervisors and is familiar with their agendas, this job function is being moved to the CAO's office. This move is expected to create efficiencies in the overall management of the agenda and to better serve the Board of Supervisors. The moving of this position to the CAO's office is consistent with the organizational structure of other surveyed counties. The clerical functions associated with the Clerk of the Board will also transition from the Clerk-Recorder's office to the CAO's office. Mr. Zeltman provided a summary of those duties and reported those duties are currently a part of the Clerk-Recorder Assistant class series. Clerk of the Board duties were apportioned out of this series. This class will remain, and a revised version of this spec will be brought before the Commission at a later date. For these reasons, the proposal for a new job specification of Deputy Clerk of the Board was brought before the Commission.

Mr. Savage expanded on the reasoning for this transition. He reported elections are handled differently these days compared to years ago. Subsequently, the focus of the Clerk-Recorder's office has shifted. Administrative Analysts at the CAO's office already work with departments to develop their specific Board of Supervisors agenda items. This transition would help ensure that everyone involved in the agenda process are better aligned. This would also free up the Clerk-Recorder's Office to focus on elections, which has become more of their core function.

President Bergman asked staff from Clerk Recorder's Office to come forward. Annette Ramirez, was present and spoke before the Commission. Ms. Ramirez spoke in support of this transition. There was also discussion about why this position historically has been separated from the CAO's office in this county. This is not the first time there have been discussions to move this position to the CAO's office. Mr. Savage assured the Commission, Tommy Gong, County Clerk-Recorder is in support of this transition.

Before the Commissioners asked their own questions, President Bergman inquired if there was anyone from the public wishing to address the Commission regarding this item. Theresa Schultz, Senior Labor Representative with SLOCEA came forward. She expressed her concerns regarding the impact of this transition on the incumbents. Mr. Savage spoke to those concerns.

Commissioners asked questions to clarify why the job specification was so detailed. Mr. Zeltman explained the intent was to be comprehensive in identifying all of the specific tasks of this position. There will also be an ongoing evaluation within the CAO's office on how to distribute the tasks and having an inventory of these tasks will be helpful. Mr. Savage further explained
because there were functions being taken away from the Clerk-Recorder's Office, the intent was to be clear about what functions were moving and which ones weren't. Nina Negranti, with County Counsel's office advised the Commission statutorily there are certain duties that have to remain with the Clerk of the Board vs. the Clerk-Recorder's office. This has contributed to the extended list.

The Commission suggested minor amendments. President Bergman asked if there was a motion to approve this job specification as amended. Commissioner Ohannesian made this motion and Vice President Nix seconded the motion. Roll was called for a vote. Commissioner Ohannesian- Yes, Vice President Nix-Yes and President Bergman- Yes. Motion passed 3-0-1.

5. **Closed Session (per Government Code Section 54957):** Hearing and deliberations regarding Appeal #A18-02.

President Bergman moved to Item 6 (reports) on the Agenda before going into Closed Session. President Bergman called the meeting into closed session when reports were concluded. There were no members of the public wishing to address the Commission on this Closed Session matter.

President Bergman moved the meeting into Open Session and reported the Commission had nothing to report out; however, have given their counsel direction.

6. **Reports:**
President Bergman, Commission Counsel and Commission Outside Counsel had no reports. Acting Commission Secretary Jamie Russell stated she had no reports but Mark McKibben (Human Resource Analyst) would be discussing calendaring.

Mr. McKibben reported there were two matters previously on the Commissioners' calendars that have been resolved. The Special hearing dates of April 24, 25 and May 21, 22 were removed, with the CSC Regular Meetings on April 24 and May 22 remaining on calendar. The Special Hearing dates of May 6,7, June 11,12 and July 23,24 were confirmed. Mr. McKibben requested the Regular Meeting on June 26 be cancelled and rescheduled to June 25. This would be so a Special Hearing could be scheduled on June 24,25. Mr. Simas and counsel for the Appellant are available on those days. These dates were not confirmed but noted because Commissioner Nicholson would need to be consulted.

7. **Adjournment:**
President Bergman adjourned the meeting.

*Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*
TO: Civil Service Commission

DATE: April 24, 2019

FROM: Stephanie Price, Human Resources Analyst

SUBJECT: Revised Class Specifications: Family Support Officer I/II/III Supervising
Family Support Officer Department of
Child Support Services

Appointing Authority: Natalie Walter, Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the Family Support Officer I/II/III and Supervising Family Support Officer as proposed.

BACKGROUND

Many years ago, the Department adopted a “one size fits all” approach to classifications and narrowed the number of unique classifications in the Department to two basic classifications; Legal Clerk and Family Support Officer. This approach was successful in providing the department the ability to rotate staff to address business needs. However, this also limited the potential for growth and diversity for employees in positions. The Department faces unique challenges in ever changing State mandates, and the original allocations limited the ability to meet needs of changing requirements. On March 26, 2019, the Board of Supervisors approved a reorganization, removing clerical positions, and adding two Program Review Specialists.

The new organizational structure will provide the ability to meet the requirements of numerous program changes coming from the State Child Support Department, and meet the department’s increasing need for training, outreach, accuracy and case growth. Closely associated with these reorganization efforts is the need to update the existing specifications to modernize language,
DISCUSSION

Family Support Officer

First, the proposed revisions to this specification seek to correct inadvertent errors in the job duties and delete duties that are no longer being performed, such as supervision of less senior staff at the entry level of the series.

Second, the minimum qualifications are revised to more accurately align with classifications of a similar level and with similar duties throughout the County such as the Veteran’s Services Representative and Employment Resource Specialist. By comparison, the proposed minimum qualifications are consistent with the qualifications of similar classifications in other counties. While a bachelor’s degree is desirable, it is not required in order to demonstrate the requisite knowledge, skills and abilities of this position. These revisions will bring this classification in line with our comparator agencies and allow for more flexibility for our employees to transfer or promote between similar positions in different departments.

The final proposed revision to this specification it to change, the title from Family Support Officer to Child Support Specialist. This recommended change is consistent with naming conventions across the County and other among other counties and agencies.

Supervising Family Support Officer

The proposed revisions to this specification are recommended to modernize the language and format, as well as more accurately describe the duties being performed by the classification.

It is recommended that the minimum qualifications be revised to reflect the reorganization efforts within the department. A review of comparator counties shows that our previous requirement of five years of experience is much higher than other counties And a review of other entry level supervisors within the county also supports the changes being requested.

Additionally, both of the specifications have been revised to include the following statement directly following the Education and Experience section heading: “A combination of education, training and experience which could provide the required knowledge and abilities listed. This
may include:” to ensure that, with our changing workforce, all paths to gaining the appropriate knowledge, skills, and abilities are included.

Finally, it is proposed that the title be changed from Supervising Family Support Officer to Supervising Child Support Specialist to be consistent with standard, modernized terminally and naming conventions across counties and industries.

RESULT
The proposed specifications accurately describe the classifications’ duties and employment standards, and are consistent with current format, terminology, and titling standards. These improvements will serve to accurately describe the classifications to potential applicants and current employees and will be used as a basis for classification, compensation and performance management. With the new department reorganization, the changes will clarify to existing and incoming employees what experience is needed in order to advance within the department.

OTHER AGENCY INVOLVEMENT
The Department of Child Support Services and SLOCEA were involved in the revisions of these specifications and concur with the specifications as proposed.

Attachments:

5. Current Organizational Chart
6. Proposed Organizational Chart
HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

FAMILY SUPPORT OFFICER I, II, & III

DEFINITION:
Classes in this series work for the local child support agency to determine and initiate legal action to locate non-custodial parents and custodial parties, to establish and enforce child and medical support orders, to resolve questions of paternity based on legal requirements and state and federal mandates, and to do other related work as required.

DISTINGUISHING CHARACTERISTICS:
The Family Support Officer I is the entry-level position in the series. Incumbents work under close supervision, maintain a general caseload and receive training while performing a full range of child support duties. The FSO I is distinguished from the FSO II and III levels in that it operates with little or no independence and may not orient, train, or supervise other employees.

The Family Support Officer II is the journey-level position in the series. Incumbents work under supervision and independently maintain a general caseload. The FSO II is further distinguished from the FSO I in that incumbents may research questions of law and evidence relative to support matters, and may work on special reports and data clean-up projects in conjunction with case management. The FSO II may also assist in the orientation of new employees.

The Family Support Officer III is the advanced-level position in the series. Incumbents work under general supervision and act as lead-worker in handling the more complex and sensitive cases. The FSO III is distinguished from the FSO I and II in that incumbents may assist the Supervising Family Support Officer with training of Family Support Officers and/or supervise subordinate staff on a project or short-term basis. The FSO III may also assist the Supervising Family Support Officer in performing legal research, acting as a resource person, assisting in the interpretation and implementation of regulations and new procedures, or as needed.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Manages a general caseload and effects case management based on state and federal compliance criteria and performance measures.
- Analyzes cases to determine appropriate course of legal action, generates appropriate legal documents and initiates legal proceedings in compliance with state and federal mandates involving child, spousal and medical support.
- Assists local Child Support Agency attorneys by interviewing case participants, locating non-custodial parents and custodial parties, and obtaining documentary evidence. Assists in the interpretation and application of federal laws, California laws, and the laws of other states and nations.
- Explains child support procedures to case participants and other agencies, calendars matters for court, prepares subpoenas for witnesses and documentary evidence, coordinates genetic testing to resolve questions of paternity, and appears in court to testify in civil and criminal cases.
- Accesses computer based information systems on a daily basis to monitor case management and payment records, inputs and/or updates data to maintain current records, and ensures appropriate record keeping for audits.
• Applies legal actions to establish and enforce child and medical support, uses the Disso-Master computer program and applies the Uniform State Child Support Guidelines pursuant to Family Code 4055 to calculate child support.
• Accesses and utilizes the Department of Social Services and a variety of local and wide area network computer systems for information, analyzes government records and reports, and exchanges information with courts and/or agencies in other jurisdictions as required and allowed by state and federal mandates.
• Orient, trains, leads and/or supervises new employees or subordinate staff.

EMPLOYMENT STANDARDS:
Knowledge of:

• Principles, methods, and techniques of effective interviewing and case management
• Basic data processing practices, record keeping and computer based information systems
• Proper grammar, spelling, and punctuation
• Effective writing and verbal communication skills
• Basic Mathematical skills
• Principles of effective record keeping

Ability to:

• Elicit information from a variety of individuals and resources
• Understand and apply regulations and laws
• Operate a personal computer and assigned software
• Deal with stressful situations and hostile clients, while maintaining confidentiality
• Cultivate and maintain positive working relationships with members of the public, community organizations and representatives of other government agencies
• Maintain a general caseload and analyze information in order to take the next step
• Communicate effectively both orally and in writing
• Work effectively with law enforcement and other agencies, including those of diverse perspectives and/or limited background, and possess strong interpersonal skills such as listening, speaking, advisory, mediation, reconciliation and related skills.
• Handle multiple tasks and prioritize them to complete assignments

EDUCATION AND EXPERIENCE:
Family Support Officer I: Graduation from an accredited four-year college or university with a Bachelor's degree. (Job-related experience in a related field may be substituted for the required education on a year-for-year basis.)

Family Support Officer II: The above, plus two years of experience as a Family Support Officer I or an equivalent position.

Family Support Officer III: The above, plus two years of experience as a Family Support Officer II or an equivalent position.

OTHER CONDITIONS OF EMPLOYMENT:
Character:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.
This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at (805) 781-5959.

Adopted: Unknown
Revised: 04-24-02
Revised: 08-08-07
DEFINITION:

Classes in this series work for the local child support agency, County's Department of Child Support Services to determine and initiate legal action to locate non-custodial parents and custodial parties, to establish and enforce child and medical support orders, and to resolve questions of paternity based on legal requirements and state and federal mandates, and to do other related work as required.

DISTINGUISHING CHARACTERISTICS:

The Family Child Support Officer Specialist (CSS) I is the entry-level position in the series. Incumbents work under close supervision, maintain a general caseload, and receive training while performing a full range of child support duties. While gaining knowledge and experience, they perform tasks that are less difficult and complex in nature and assist in performing more difficult and complex tasks. The Specialist I is distinguished from the FSO II Specialist II and III levels in that it operates with little or no independence and may not orient, train, or supervise other employees.

The Family Child Support Officer Specialist II is the journey-level position in the series. Incumbents work under supervision and independently direct the full scope of the duties, maintain a general caseload, and independently. The FSO Specialist II is further distinguished from the FSO Specialist I in that incumbents may research questions of law and evidence relative to support matters and may
work on special reports and data clean-up projects in conjunction with case management. The FSO Specialist II may also assist in the orientation of new employees.

The Family Support Officer III (FSO III) is the advanced-level position in the series. Incumbents work under general supervision and act as lead-worker in handling the more complex and sensitive cases. The FSO III is distinguished from, serves as a technical subject matter expert for Specialist I and II and other staff, independently performs and leads the most complex and specialized assignments and projects, and has considerable latitude for independent judgment and action. Serves as a technical subject matter expert for Specialist I and II in that incumbents may assist and other staff, independently performs and leads the Supervising Family Support Officer with training of Family Support Officers and/or supervise subordinate staff on a project or short-term basis. The FSO most complex and specialized assignments and projects and has considerable latitude for independent judgment and action. Incumbents may assist in the development and implementation of policies and procedures, and/or lead, train, coach, and review the work of Specialist I and II. The Specialist III may also assist the Supervising Family Support Officer in performing legal research, acting as a resource person, assisting and assist in the interpretation and implementation of regulations and new procedures, as needed.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Manages a general child support caseload and effects case management based on in accordance with state and federal compliance criteria and department policy and performance measures.
- Analyzes cases to determine appropriate course of legal action, generates appropriate legal documents and initiates legal proceedings in compliance with state and federal mandates involving related to child, spousal and medical support.
- Assists local Child Support Agency attorneys by interviewing case participants, locating non-custodial parents and custodial parties, and obtaining documentary evidence. Assists in the
interpretation and application of federal laws, California laws, and the laws of other states and nations.

- Explains child support procedures to case participants and other agencies, calenders matters for court, prepares subpoenas for witnesses and documentary evidence, coordinates genetic testing to resolve questions of paternity, and appears in court to testify in civil and criminal cases.
- Calenders matters for court and prepares subpoenas for witnesses and documentary evidence.
- Coordinates genetic testing to resolve questions of paternity.
- Appears in court to testify in civil and criminal cases.
- Accesses computer-based information systems on a daily basis to monitor and maintain case management and payment records, inputs and/or updates data to maintain current records, and ensures appropriate record keeping for audits.
- Applies legal actions to establish and enforce child and medical support, uses the Disso-Master computer program and applies the Uniform State Child Support Guidelines pursuant to Family Code 4055 to calculate child support.
- Accesses and utilizes information from the Department of Social Services and a variety of local and wide-area network computer-based systems for information, analyzes government records and reports, and exchanges information with courts and/or agencies in other jurisdictions as required and allowed by state and federal mandates.
- Orients, trains, leads and/or supervises new employees or subordinate staff.
- Identifies and refers participants to available county and community services.
- Performs related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Professional standards for verbal and written communication
- Basic mathematics including fractions and percentages
- Modern office procedures, practices, and equipment
Basic personal computer usage and common software, including word processing, spreadsheet, calendar, and email

Principles, methods, and techniques of effective interviewing and case management

Basic data processing practices, record keeping and computer based information systems
Proper grammar, spelling, and punctuation
Effective writing and verbal communication skills
Basic Mathematical skills
Principles of effective record keeping

Ability to:

- Elicit information from a variety of individuals
- Understand and apply rules, regulations, directives and legislation
- Operate a personal computer and assigned software
- Deal with stressful situations and hostile clients, while maintaining confidentiality
- Cultivate use sound judgment in interpreting and applying appropriate laws, codes, ordinances, regulations, policies, procedures, and guidelines
- Accurately, tactfully, clearly, and concisely convey complex laws, procedures, and benefits both verbally and in writing; present information effectively at meetings
- Develop and maintain positive working relationships with members of the public, community organizations and representatives of other government agencies
- Maintain a general caseload and analyze information in order to take the next step
- Communicate effectively both orally and in writing
- Work; communicate and work effectively with law enforcement and other agencies, including those of diverse perspectives and/or limited background, and possess strong interpersonal skills such as listening, speaking, advisory, mediation, reconciliation and related skills
- Foster a spirit of teamwork and support when interacting with staff and others
- Remain calm and perform effectively during stressful situations and when working with hostile clients
- Handle multiple tasks and prioritize them to complete assignments
- Develop techniques to successfully question, interview, counsel and advise persons
Operate a computer and assigned office equipment
Organize and maintain work and records
Obtain and recognize relevant and significant facts
Problem solve and make appropriate decisions
Communicate effectively with others from diverse socioeconomic and cultural backgrounds
Establish and maintain the confidence and cooperation of participants
Develop, establish and maintain cooperative working relationships with agency staff and the general public, as well as with community employers, to facilitate job development and opportunities
Work effectively amid interruptions
Maintain confidentiality according to policies and guidelines
Contribute to and help maintain the organization's mission and culture

In addition, Family Support Officer II:
- Manage a larger caseload
- Work with greater independence
- Use community collaboration to expand available resources

In addition, Family Support Officer III:
- Train, mentor, and lead staff
- Coordinate and oversee the work of others
- Manage projects

EDUCATION AND EXPERIENCE:

Family Support Officer I
A combination of education, training and experience which could provide the required knowledge and abilities listed. This may include:

Child Services Specialist I:
Two years education in an accredited college or university with a major in Public Administration, Business Administration, Social Science or a closely related field.

Child Services Specialist II:
Either A: Two years of experience as a Child Services Specialist I or an equivalent position;

Or B: Graduation from an accredited four-year college or university with a Bachelor's degree. (Job-related experience in Public Administration, Business Administration, Social Science or a closely related field may be substituted for the required education on a and 1 year-for-year basis.)

Family Support Officer II: The above, plus two years of experience as a Family Support Officer I or an equivalent position.

Family Support Officer III: The above, plus two years of experience as a Family Support Officer involving interviewing or counseling.

Child Services Specialist III: Two years of experience as a Child Services Specialist II or an equivalent position.

OTHER CONDITIONS OF EMPLOYMENT:

Character:

Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

LICENSES/CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid California driver license will be required at the time of appointment and must be maintained throughout employment.

SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the divisions or programs in which the vacancy exists and the requirements of the position.
This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at (805) 781-5959.

Adopted: Unknown
Revised: 04-24-02
Revised: 08-08-07
SUPERVISING FAMILY SUPPORT OFFICER

DEFINITION:
Under direction, supervises and trains Family Support Officers in the Local Child Support Agency; conducts quality control of caseloads to ensure compliance with state and federal mandates and performance measures; coordinates coverage for case assignments and does other related work as required.

TYPICAL TASKS:
(Not in order of importance)

Provides supervision, direction, training and work review for the Family Support Officers; makes employment selection decisions, does performance evaluations, and handles disciplinary matters; serves as a technical resource expert for subordinate staff; reviews difficult family support cases and recommends appropriate action; researches and develops information for Family Support Officers; develops and maintains contacts with other departments and agencies; may be required to testify in court; assists Family Support Officers with the following: interviews case participants, witnesses, and other interested parties to obtain and verify information; explains family support laws and regulations, determines appropriate courses of legal actions; initiates legal action to adjudicate paternity, and establishes and enforces child and medical support orders; corresponds with a variety of governmental and private agencies to obtain case information; prepares a variety of documents, reports, and other materials for legal proceedings; monitors compliance with agreements/court orders; initiates appropriate enforcement and legal actions to ensure compliance with state and federal mandates and performance measures. Conducts investigations for compliant resolution, including complaints concerning subordinate staff.

EMPLOYMENT STANDARDS:

Knowledge of:
Principles of leadership and supervision; laws, rules, regulations, procedures, documents, and terminology related to child support activities; principles, methods, and techniques of effective interviewing, negotiating, and case management; methods, techniques, and resources of locating persons and investigative research and analysis of information to take the next step; data processing; management of a variety of information, including in an automated format; correct grammar, spelling, and punctuation; report writing techniques; compliance criteria and performance measures.

Ability to:
Plan and review the work of others; read, interpret, apply and explain laws and legal procedures relative to family support matters; analyze information and situations; use sound independent judgment to make decisions and determine appropriate courses of action, including recommending legal actions; compose correspondence and prepare legal documents; prioritize work and meet critical time frames; deal tactfully and effectively with a wide variety of individuals who may be emotional, hostile, or irate; maintain confidentiality; work independently and in a cooperative manner; communicate clearly and concisely; display professional demeanor in difficult or emotional situations; problem solve and carry out plans; prioritize work in an organized manner to manage multi-tasking and projects; take initiative to get things done.

EDUCATION/EXPERIENCE:
Five years of experience performing the duties of a Family Support Officer.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-
position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 09-22-93
Revised: 05-22-02
HUMAN RESOURCES DEPARTMENT

SAN LUIS OBISPO COUNTY

County of San Luis Obispo

SUPERVISING FAMILY CHILD SUPPORT OFFICER SPECIALIST

DEFINITION:
Under general direction, plans, organizes, trains, directs and supervises Family Child Support Officers Specialists, engaged in the Local work of the County's Department of Child Support Agency Services; conducts quality control of child support work and services provided by the department to ensure compliance with state and federal mandates and performance measures; coordinates coverage for case assignments and does other related work as required.

TYPICAL TASKS:
REPRESENTATIVE DUTIES:
(Not in order of importance)

- Provides supervision, direction, training, and work review for the Family Child Support Officers; makes employment selection decisions, does Specialists; completes performance evaluations, for subordinate staff.
- Conducts quality control of child support work and handles disciplinary matters; serves services provided by the department to ensure compliance with state and federal mandates and performance measures.
- Serves as a technical resource expert for subordinated department staff; reviews.
- Reviews difficult family child support cases and recommends appropriate action; researches and develops information for Family Child Support Officers; conducts research and summarizes and presents findings; assists Specialists when needed.
- Develops and maintains contacts with other departments and agencies; may serve as a liaison.
- May be required to testify in court; assists Family Support Officers with the following: interviews case participants, witnesses, and-.
• Collaborates with other interested parties to obtain and verify information; explains family support laws and regulations; determines appropriate courses of legal actions; initiates legal action supervisors in coordinating the activities of professional and technical staff.

• Interviews complainants and makes adjustments to adjudicate paternity, and establishes and enforces child cases if necessary.

• Receives and medical support orders; corresponds with a variety of governmental and private agencies to obtain case information; prepares a variety of documents, correspondence; prepares reports, relating to activities of his/her team and other materials for legal proceedings; monitors compliance with agreements/court orders; initiates appropriate enforcement and legal actions to ensure compliance with state and federal mandates and performance measures. Conducts investigations for compliant resolution, including complaints concerning subordinate staff matters.

• Performs related duties as required or assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

• Principles of leadership and supervision; laws, rules, regulations, training and instructional methods and techniques

• Functions and procedures, documents, and terminology related to of a child support activities; principles agency

• Principles, methods, and techniques of effective interviewing, negotiating, and case management; methods, techniques, and resources of locating persons and investigative research

• Professional standards for verbal and analysis of information to take the next step; data processing; management of a variety of information written communication

• Basic personal computer usage and common software, including in an automated format; correct grammar, spelling, and punctuation; report word processing, spreadsheet, calendar, and email

• Report writing techniques; compliance

• Compliance criteria and performance measures.

• Basic mathematics including fractions and percentages

Ability to:

• Plan Train and review develop staff
• Plan, assign and supervise the work of others; read, interpret, apply and explain laws
• Prioritize work of themselves and legal others to meet critical deadlines
• Research and understand rules, regulations, directives and legislation
• Use sound judgment in interpreting and applying appropriate laws, codes, ordinances, regulations, policies, procedures relative to family support matters; analyze and guidelines
• Accurately, tactfully, clearly, and concisely convey complex laws, procedures, and benefits both verbally and in writing; present information and situations; use sound independent judgment to make decisions and determine appropriate courses of action, including recommending legal actions; compose effectively at meetings
• Compose correspondence and prepare legal documents; prioritize work and meet critical time frames; deal tactfully and effectively with a wide variety of individuals who may be emotional, hostile, or irate; accurately and clearly
• Successfully question, interview, counsel and advise persons; obtain and recognize relevant and significant facts
• Establish and maintain confidentiality; work cooperative working relationships with community groups, resource agencies, fellow employees and the general public; foster a spirit of teamwork and support when interacting with staff and others
• Work independently and in a cooperative manner; communicate clearly and concisely; display take initiative to get things done
• Analyze a situation accurately and adopt an effective course of action using sound judgement
• Display professional demeanor and perform effectively in difficult or emotional situations; problem solve and carry out plans; prioritize work in an organized manner
• Establish and maintain the confidence and cooperation of participants
• Maintain confidentiality
• Operate a computer and automated office equipment
• Actively support, contribute to manage multi-tasking and projects; take initiative to get things done and maintain the organization’s mission and culture.

EDUCATION AND EXPERIENCE:
Five years A combination of education, training and experience performing which could provide the duties of required knowledge and abilities listed. This may include:

P:\specs\master\su-z\supv family support officer_09683.docx
Either A: 12 months experience as a Family Program Review Specialist in Child Support Officer Services

B: Two years experience as a Child Support Specialist III or comparable child support case management experience.

LICENSES AND CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties/functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959

Adopted: 09-22-93
Revised: 05-22-02
04-23-19