

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 27, 2011

PRINCIPAL SOCIAL SERVICES WORKER (SUPPORT COLLECTION)

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position responsible for supervising and coordinating the child support unit investigation functions. Direct supervision is usually exercised over Senior Social Services Workers (Support Collection). The work is performed under the general direction of the Director of Support Enforcement and Financial Recovery or the Commissioner of Social Services with wide leeway allowed for developing and implementing investigative procedures for the agency. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Establishes and implements procedures for the intake, assignment, and conduct of cases in the Child Support Unit;
2. Reviews investigation files and forms prior to submitting forms to State Parent Locator Service;
3. Establishes and maintains an effective working relationship with the Family Court, Probation Department, County Attorney and other law enforcement officials;
4. Interprets and communicates a variety of Federal and State laws and codes to implement policy and procedure;
5. Reviews and approves or returns the work of subordinate staff;
6. Monitors staff performance, makes performance evaluations, and institutes performance standards;
7. Oversees and participates in the training of staff in support investigation procedures and techniques;
8. May act as the representative of the local representative of the district in court proceedings involving child support;
9. Assists in establishing and implementing procedures for receiving and transmitting pertinent case information between the support investigation unit and other units in the agency.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of Federal and State social service laws, rules and regulations as they apply to child support enforcement; good knowledge of Federal and State laws, codes and policies concerning the establishment, enforcement and accounting of child support orders; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret laws concerning support cases; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish effective working relationships with others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL:

Two (2) years of satisfactory permanent competitive status as a Senior Social Services Worker (Support Collection) or four (4) years of permanent competitive status as a Social Services Worker in the Niagara County Department of Social Services immediately preceding the date of examination.

OPEN COMPETITIVE:

Open Competitive: One of the following:

Completion of two (2) years (60 credit hours) from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** three (3) years of experience in the provision of a financial social welfare program, or investigating, or substantially similar work, one (1) year of which must have been in a supervisory capacity;

Graduation from high school or possession of an equivalency diploma **and** five (5) years of experience as described above, one (1) year of which must have been in a supervisory capacity.