



**Pride of the Ojibwe
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Job Description Child Support Specialist

Posting Date: February 7, 2024
Closing Date: Open Until Filled
Organization: LCO Child Support Services
Job Title: Child Support Specialist
Job Location: Lac Courte Oreilles Child Support Services

SUMMARY:

Under the general direction of the Child Support Director, this Full Time, 40 hour per week position will provide comprehensive child support services to children, custodial parents, and non-custodial parents by performing advanced level of services including interviews, investigations, financial negotiations, collections, locating absent parents and their assets; ensuring Program goals are accomplished, processes are effectuated efficiently and applicable Federal, State and Tribal guidelines are followed.

DUTIES:

1. Maintain assigned child support cases to the extent needed; comprised of the following duties:
 - a. Interview applicants/parents/caregivers/guardians to identify services needed; analyze cases to determine appropriate actions; locate parents and their assets using available information; provide case management and activity tracking.
 - b. Initiate actions to establish paternity, modify child support orders, enforce child support orders.
 - c. Create and process Income Withholding Orders for court ordered payers.
 - d. Contact sources for income verification to collect data on cases requiring legal action and as needed; calculate child support obligations and debts; initiates appropriate collections/enforcement actions; negotiates repayment of child support to the extent possible.

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- e. Document contacts, correspondence and record of all actions taken for case in the Tribe's child support data system.
 - f. Examine and evaluate legal and other public records.
 - g. Meet with case participants.
 - h. Inform case participants of case progress upon request.
 - i. Respond to phone calls regarding court orders, complaint questions, etc.
 - j. Provide the court with the necessary information and documentation on cases referred; testify in court as needed.
 - k. Prepare and provide timely paperwork and reports on each assigned case to ensure actions taken and case status are accounted for as required.
 - l. Review statistical and financial reports to determine payment status.
 - m. Provide backup to other LCO CSS Specialists and child support staff.
 - n. Attend child support specific training as needed.
 - o. Paternity adjudication including specimen collection and facilitation to ensure proper steps are taken.
- 2. Responsible for LCO CSS Program assignments as directed.
 - 3. Provide reports as requested by the Child Support Director or Assistant Director.
 - 4. Research legal questions to the extent possible, analyze problems.
 - 5. Review and edit as needed court documents generated.
 - 6. Strive to improve the performance and efficiency of the Child Support Program as a whole.
 - 7. Any other duties as assigned by the Director or Assistant Director.

SKILLS AND KNOWLEDGE

- Excellent computer skills including all MS office programs and familiar with databases.
- Ability to interpret, create and present procedures, reports and other information.
- Ability to interpret, create and analyze legal documents such as a summons, petition, motion, affidavit, contempt papers, warrants, orders to produce, wage assignments and stipulations.
- Excellent interpersonal and public speaking communication skills.
- Ability to work with and deescalate disruptive or unruly case participants.
- Ability to exercise independent judgment and determine appropriate actions to be taken to maintain compliance with Tribal, State and Federal Statutes, Rules and Regulations.
- Working knowledge of investigative techniques, criminal justice system, court system, law enforcement and corrections systems.
- Knowledge of Tribal, State and Federal case law as it relates to contempt proceedings.
- Ability to adapt to changing work.
- Ability to work in fast paced environment while multitasking various projects.

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- Ability to appropriately determine level of need to determine task priorities.
- Familiarity with the Lac Courte Oreilles community.
- Ability to maintain strict confidentiality.

QUALIFICATIONS

- Education or work experience in Human Services, Corrections, Child Support, Law Enforcement, Legal/Paralegal profession or related field.
- Valid Driver's License and a reliable personal vehicle with insurance.
- **Must pass two thorough background checks to allow approval to Tribal, State and Federal databases and information.**
- Must be bondable.
- Must be able to pass a pre-employment drug screen.

Application Procedure:

Submit a completed **LCO Employment Application and Authorization to Release Information**, resume, at least **three (3) personal reference letters**, and any other supportive documents. Resume should be typewritten, indicating personal information related to the position for which applicant is applying for and should include education, experience, professional and/or community involvement. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

MAIL, FAX OR EMAIL ALL INFORMATION TO:

Lac Courte Oreilles Tribal Government

ATTN: Human Resource Department

13394 W Trepania Road

Hayward, WI 54843

Fax (715) 634-4797

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***Tribal Preference will apply to qualified applicants in accordance with the
Lac Courte Oreilles Policies & Procedures Manual.***