



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Child Support Case Manager III

OPEN: October 25, 2019

EXEMPT: No

SALARY: (9) \$25.09-28.10 per hour DOE

SHIFT: Day

LOCATION: Admin Building

DURATION: Regular Full Time

CLOSES: November 8, 2019

JOB CODE:

DIVISION: Administration

DEPARTMENT: Kwenangets

SUPERVISOR: LNCSP Manager

VACANCIES: 2

JOB SUMMARY: Child Support Case Manager III is the advanced journey-man level worker in the child support case manager series. It is distinguished from Child Support Case Manager I/II in that incumbents are assigned a select caseload involving complex, sensitive, or confidential cases or assignments, which require advanced technical skill. Work assignments require a higher degree of skill in interacting with individuals in difficult situations, and technical knowledge and independent judgment in assessing problem situations and formulating plans for action. Incumbents may also be required to act in a lead capacity under direction of the program manager, or as a training officer for less

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Analyze and evaluate special cases, referred by management and supervisory staff, involving complex legal/collection issues;
2. Identify problem areas and resolves by initiating or recommending appropriate remedies;
3. Assist attorney to prepare for hearings, trials or meetings;
4. Perform fact checking, field investigation, Jail clearance; process serving
5. Write case summaries; transcription of hearings
6. Prepare and organize case research, notes and legal documents;
7. Draft legal documents like paternity pleadings, child support orders, motions/orders of civil contempt;
8. Administer a specialized caseload of more difficult or complex cases.
9. Maintain certification to perform buccal swab genetic testing on clients when indicated for paternity establishment.
10. Maintain proficiency in the Lummi Code of Laws particularly in the Title 11 Domestic Relations Code.
11. Obtain and maintain Notary stamp, and provide Notary services to clients and Lummi community members.
12. Perform regular case management services for all active clients utilizing the case tickler system, ensuring availability to answer questions, initiate case action in the event of non-payment and modify orders for changes in client circumstances.
13. Utilize read-only access to the Washington State SEMS case management system, and ensure strict adherence to the federal and state confidentiality agreements.
14. Cooperate with other jurisdictions in a professional manner to collect debts, locate parents, facilitate write-offs, and gain full faith and credit on foreign orders.

15. Refer cases to other IV-D programs when necessary using the approved federal transmittal forms.
16. Professionally represent the child support program in Lummi Tribal Court and attend various community meetings and events to promote the goals and market the services of the program.
17. Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.
18. Attend and complete all necessary training, including some out of state travel. Provide training to other staff members and other tribal child support agencies.
19. Maintain high ethical standards for himself/herself and the child support office by adhering to strict confidentiality standards, keeping positive interactions with clients and staff.
20. Assist Payment Specialist with payment processing.

MINIMUM QUALIFICATIONS:

- Bachelor of Arts degree;
- **OR** a combination of college education and 2-years of Child Support experience for each year of education.
- At least 2 years of verifiable work experience in a social services agency.
- Experience in an agency for a Native Nation government is *preferred*.
- Experience (professional or personal) with Child Support is *preferred*.
- Must possess a valid Washington State Driver's License and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of: federal, state, and local laws governing child support actions; interviewing, locate, and collections methods and techniques; sources used to locate individuals and/or assets; legal enforcement remedies; legal terminology and legal document processing; office and recordkeeping procedures.
- Ability to: exercise tact, diplomacy, and independent judgment; explain technical information to the public, agencies, and organizations; communicate with a wide range of people; elicit information from hostile and/or uncooperative customers; compile, organize, and document information; establish and maintain working relationships with co-workers and the public; organize and prioritize work assignments; work independently.
- Requires ability to do basic math calculations and explain use of Child Support Guidelines to parents.
- Requires demonstrated ability to comply with confidentiality policies and code.
- Be dependable, hard working, trustworthy, and able to work flexible hours.
- Must demonstrate excellent written and oral communication skills, including the ability to communicate with audiences of various ages and educational backgrounds.
- Must be a competent writer of business letters, and legal proceedings. Writing samples may accompany application, and will required at the interview.
- Must have a positive attitude; be innovative and interested in problem solving.
- Requires history of being dependable, hard working, trustworthy, organized, detail oriented, and ability to work independently on self guided projects.
- Must be proficient in Microsoft Office applications, particularly Word, Excel and Access.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.

- This position requires regular contact with or Control over Indian Children and is therefore subject to FBI fingerprint based Criminal Background Check, and FAMLINK Check.
- Refrain from any criminal behavior, at and away from the work place.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.