



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 II
Kwenangets (Court Services) Dept

OPEN: July 16, 2026

EXEMPT: No

SALARY: (9) \$26.48-\$29.82/hr. DOE

SHIFT: Day

LOCATION: LIBC Admin Bldg.

DURATION: Regular Full-Time

CLOSES: August 12, 2026

JOB CODE:

DIVISION: Administration

DEPARTMENT: Kwenangets

SUPERVISOR: CS Program Manager

VACANCIES: 1

JOB SUMMARY: Case managers promote the goals of the Lummi Nation Child Support Program by providing hands-on, personal case management for customers with the goal of increasing consistent and long-term financial support for the children. Additionally, the case managers assist in initiating paternity actions and child support orders that need review, modification, or establishment.

Child Support Case Manager II is the second level of a three-level series. Increased responsibility for independent decisions and the responsibility to provide the full range of child support services distinguish it from the Case Manager I position. It is distinguished from the Case Manager III position by lack of responsibility to act as a program liaison with outside organizations, to serve as a trainer or to serve as an expert for the most complex cases.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Contact all parties in cases that are referred by the Intake Specialist to determine appropriate case action, including mediations, referrals, information gathering, income withholding, order establishment, or genetic testing.
2. Maintain certification to perform buccal swab genetic testing on clients when indicated for paternity establishment.
3. Maintain proficiency in the Lummi Code of Laws particularly in the Title 11 Domestic Relations Code.
4. 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.
5. Utilize read-only access to the Washington State SEMS case management system and ensure strict adherence to the federal and state confidentiality agreements.
6. Identify and utilize all collection actions on cases with the goal of minimizing family conflict by working first with the non-custodial parent to obtain cooperation when possible.
7. Coordinate client services with Lummi Care, GED programs, DSHS, employment and training programs and others that can assist clients in removing barriers to employment.

8. 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.
9. Work with non-custodial parents and employers to establish automatic wage withholdings; serve orders using the federal wage withholding form.
10. Calculate current and past due debt obligations based on schedules and guidelines, and negotiate terms for repayment, assisting parties in reaching agreements. Alert the Payment Processor of new or modified orders.
11. Refer cases to other IV-D programs when necessary, using the approved federal transmittal forms.
12. Professionally represent the child support program and attend various community meetings and events to promote the goals and market the services of the program.
13. Meticulously maintain client files by keeping clear records of actions, conversations, and correspondence.
14. Receive training as necessary, including some out of state travel. Provide training to other staff members and other tribal child support agencies.
15. 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, and ensuring that the child support office is as organized, professional, and efficient as possible.
16. Jail clearance; process serving clients.

MINIMUM QUALIFICATIONS

- Must have an Associates of Arts and Science degree or higher from an accredited college or university.
- 4 years of child support work experience or additional years of experience providing client services in a social services program may be substituted for university education requirements.
- Must have minimum of two (2) years of experience providing social services for a Native Nation
- 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:

- Have previously held a position that required compliance with confidentiality policies.
- Must demonstrate excellent written and oral communication skills, including the ability to communicate with audiences of various ages and educational backgrounds.
- Must be a very competent writer of business letters, and legal proceedings. Writing samples must accompany application.
- Must have a positive attitude, be innovative, and interested in problem solving.
- Must be available to work flexible hours and attend training both in and out of state.
- Be dependable, hardworking, and trustworthy, as may be demonstrated through history of continuous long-term employment.
- Must possess strong organizational skills with special attention to detail.
- Must possess strong work ethic and the ability to work independently on self-guided projects.
- Must be proficient in Microsoft Office applications, particularly Excel, Access, and Word.

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 Washington State Child Abuse and Neglect database check.
- Have and maintain a driving record worthy of inclusion on the LIBC Approved Drivers list.
- Refrain from any criminal behavior, at and away from the workplace.

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.