



AMENDED SAN JOAQUIN COUNTY DEPARTMENT OF CHILD SUPPORT

Is Recruiting For:

Child Support Program Manager

Human Resources
44 N. San Joaquin Street
Third Floor, Suite 330
Stockton CA 95202
Phone: 209-468-3370



Recruitment Announcement
0115-RL1055-01

THE POSITION

The San Joaquin County Department of Child Support Services is seeking an experienced supervisor that will be responsible for managing a main program function and will direct Child Support Supervisors, Officers and support staff. The incumbent will be responsible for staff development activities for staff engaged in child support activities.

The current opening will also have responsibility for the development and implementation of a newly funded grant program to encourage engaged parents, that will be ran in conjunction with Sacramento County.

Well-qualified candidates will possess strong interpersonal and communication skills and is expected to model strong work ethics and leadership skills, including accountability to oneself and others.

MINIMUM QUALIFICATIONS

PATTERN I: One year of full time experience as a Child Support Supervisor in San Joaquin County; OR

PATTERN II: Four years of full-time experience in a California Child Support Department, gathering and analyzing information to enforce child support cases, including one year that must have been in a supervisory capacity; OR

PATTERN III: Two years of full-time experience as a Compliance Analyst in San Joaquin County.

THE DEPARTMENT

The Department of Child Support Services (DCSS) is responsible for collecting, disbursing, and accounting for child support payments under Title IV-D Child Support Enforcement Program. Through its enforcement capacity, the department establishes paternity and establishes and enforces support orders. DCSS is staffed with 152 employees which consists of attorneys, professional and para-professional staff and clerical support and has an operating budget of over \$15 million this fiscal year.

San Joaquin County is an Equal Opportunity Employer

“Partnering with parents to develop cooperative family relationships and shared responsibilities”



A land of beauty, recreation and natural riches-from the waters of the Delta to the vines of the wine, San Joaquin County has it all.

San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun.

Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

EDUCATION

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus - Stockton Center, Humphreys College and Law School, National University and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities. The county's 17

school districts provide families with a wide choice for children's educational development.



Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Make San Joaquin County your new home. Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi.

San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.



AGRICULTURE

The county is one of the most agriculturally rich regions in California and is the number one producer, statewide, of asparagus. Twenty-four thousand acres of county farmland is dedicated to production of this crop. In recent years, the leading crop in the county has been wine grapes, and wineries and vineyards have sprung up from Stockton to Lodi.



ARTS, CULTURE, AND RECREATION

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports.

Annual family events include the Asparagus Festival, attended by thousands of fun-seekers from the County and beyond, held in downtown Stockton.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and an historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.



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COMPENSATION PACKAGE

Monthly Salary: \$6,431—\$7,819

In addition to the base salary, the County offers an excellent benefit plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits offered by the County include:

- ◆ 1937 Retirement Act plan with reciprocity with CALPERS
- ◆ 125 Flex Benefits Plan
- ◆ 12 days sick leave annually with unlimited accumulation
- ◆ 10 days of vacation leave (15 days after 3 years, 20 days after 10 years and 23 days after 20 years)
- ◆ 10 holidays per year
- ◆ 10 days administrative leave per year

APPLICATION AND SELECTION

Completed application package must include supplemental application and is to be submitted to the Human Resources Division.

Final Filing Date: February 20, 2015

Apply online at www.sjgov.org/hr

Applications may be submitted to:

San Joaquin County Human Resources
Attn: Lisa Nebe
44 N. San Joaquin Street, Suite 330
Stockton, CA 95202
Tel: 209.468.3370
Fax: 209.468.0508

All applications will be reviewed for qualifications. Qualified applicants will be invited to participate in an oral examination interview, with top scoring candidates being referred to the Director of Child Support Services for the selection processes.

TYPICAL DUTIES

Typical duties include the following:

- ◆ Plans, coordinates, supervises and evaluates the work of technical and support staff engaged in gathering and analyzing information to establish child support cases; advises and counsels supervisors as required; evaluates the units' performances.
- ◆ Designs and implements enhanced education and outreach programs, including ease of access, referrals, educational materials, workshops, advertising, community group involvement and focus groups; monitors results and amends program elements; coordinates program elements with departmental staff, clients, advocacy groups and other agencies.
- ◆ Assesses training needs; develops and conducts staff training.
- ◆ Develops and evaluates workload processes and procedures; develops standards of employee and unit performance, monitors compliance standards.
- ◆ Evaluates the effectiveness of policies and procedures, participates in the development and implementation of developmental policies and procedures.
- ◆ Reviews casework to ensure compliance with legal requirements; assists attorneys in researching and preparing cases for court; ensures cases are ready for hearing and/or trial; acts as a resource on complex cases.
- ◆ Prepares statistical reports and summaries; prepares correspondence, evaluations and reports.
- ◆ May testify in court.
- ◆ Participates in committees, work groups and task forces, represents department to the Federal, State and local agencies and members of the public.

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SUPPLEMENTAL QUESTIONS

Please submit responses to the following questions along with your employment application to the San Joaquin County Human Resources Division. Please number your responses and address each question separately and limit one page per question. **This is an important part of your application package that will allow us to thoroughly assess and evaluate your qualifications for the position of Child Support Program Manager.**

1. Please describe your full-time, paid work experience in a California Child Support Department gathering and analyzing information to establish and/or enforce child support cases. Please include the name of your employer(s); job title; dates of employment and a detailed description of the duties you performed.
2. Describe your supervisory experience in a California Child Support Department. Please include the number of employees you supervised.
3. Please describe your experience in the development and implementation of educational and/or outreach programs in a Child Support setting.
4. Describe any experience you have developing, implementing and/or administering grant funded programs. Detail your role in the program and the responsibility you had with the grant administration.