



The Klamath Tribes
501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 11/25/24
CLOSE: 12/11/24

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: CHILD SUPPORT CASE MANAGER /LOCATE SPECIALIST

RESPONSIBLE TO: Program Manager

SALARY: Step Range: 18-28; Full Benefits
Salary Range: \$47,100 - \$63,298
Hourly Range: \$22.64 - \$30.43

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: The Klamath Tribes Tribal Court
35601 S. Chiloquin Road
Chiloquin, OR 97624

BACKGROUND: Comprehensive Employment

POSITION OBJECTIVES

The Child Support Case Manager/Locate Specialist will establish and maintain child support files and assist clients in establishing child support and securing current and delinquent child support payments. Provided services will be in accordance with the Child Support Enforcement Ordinance, Klamath Tribes Child Support Enforcement Rules and Procedures Manual, and applicable tribal, state and federal regulations. The position will provide locate services for cases, conducts investigations to establish paternity, locate the non-custodial parent, and determine the ability for the parent to pay support.

MAJOR DUTIES AND RESPONSIBILITIES

1. Process cases for possible court action according to established law, rules, policies, procedures, and Tribal Ordinances. May be required to present cases in Tribal Court.

2. Complete locate services for parents by using the Federal Parent Locating Services portal. Research parent's whereabouts to locate a current address or employment information. This position uses various methods of researching tools to locate current address or employment information.
3. Establish and maintain child support files in accordance with The Klamath Tribes' Child Support Enforcement Policies & Procedures.
4. Establish, modify, enforce, and provide accounting records for child support orders by deciding needed action, initiating and recommending administrative and judicial legal action, and assisting with the preparation of cases for hearing.
5. Provide case management services to clients in establishing child support.
6. Secure current and delinquent child support payments. Prepare cases for garnishment from employment, unemployment, per capita, tax off-set and other resources identified.
7. Interview individuals to obtain pertinent information related to child support and related paternity cases.
8. Contact agencies, clients and other service providers via telephone, written correspondence, and through in-person interviews to gather information to establish support orders and to establish and enforce paternity. This may require travel.
9. Locate parents and assess the establishment of parent's support capability. Investigate non-paying parent(s) whereabouts and employment status for appropriate action regarding a tribal case.
10. Perform DNA testing to establish paternity, when necessary. Provide paperwork for DNA requests, maintain DNA request log. Contact the designated vendor to schedule DNA testing.
11. Utilize the Child Support Case Management automated system to input and extract information and generate reports and documents.
12. Contact and retrieve relevant information related from other jurisdictions, as needed. Work co-operatively with intergovernmental cases and partnering agencies. Follow Tribal and applicable federal and state law regarding client cases.
13. Continually assess resources to maintain progress in case management plans.
14. Maintain client child support case records, review case notes, and monitor activity to keep child support cases up to date. Log pertinent events and information.

15. Analyze information, calculate support obligations, and assure correct application of monies to child support cases using a variety of laws, guidelines, policies, and procedures relating to child support. Maintain an accounting of child support owed on each tribal case.
16. Process and disburse child support payments received. Maintain accounting records of all documents on child support payments received from clients. Provide receipts for any cash payments received. Update the customer financial database and distribution database. Prepare appropriate documents for submission to the Finance Department for payment processing.
17. Set up Prepaid Debit cards for Child Support Clients with designated company. Maintain records of clients holding prepaid debit cards. Resolve issues regarding prepaid debit card matters.
18. Conduct an annual review of Child Support Cases assigned within caseload, updating all necessary requirements. Mail out statements to clients regarding arrears owed.
19. Obtain and maintain the State of Oregon Notary Commission. Provide Notary services to tribal clients, membership and staff, when appropriate.
20. Review cases with other agency staff, attorneys, states, and parties to each child support case.
21. Provide updated/current material to child support clients regarding services available. Process service document to clients when appropriate.
22. Process cases for Per Capita Garnishment for Child Support arrears owed. Create a spreadsheet with client information to provide to Member Benefits. File appropriate documents with other tribal courts.
23. Develop forms, templates, spreadsheets, and reports. Complete quarterly and annual reports
24. Respond to general inquiries from the public.
25. Regularly meet with supervisor to discuss issues regarding child support cases.
26. Participate in mandatory and recommended trainings/conferences. May be required to travel to attend meetings or conferences.
27. Provide support services for the automated Case Management system, Child Support computers and problem solve system issues with the IT department.

28. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position but are integral to the Klamath Tribes' broader functions. This includes assisting during Tribal-sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours if necessary.

SUPERVISORY CONTROLS

Work is performed under the general supervision of the Judicial Director. Employee works independently, referring unusual problems or matters affecting policy to the supervisor. Work and records are reviewed on a regular basis to ensure program compliance.

KNOWLEDGE, SKILLS, ABILITIES

Good public relations and interpersonal relationship skills.

Ability to meet with the public and staff in a courteous, professional manner using tact, diplomacy, and mature judgment.

Clear, positive communication skills are required for this position, with the ability to communicate orally and in writing for the purpose of providing instructions, completing forms, applications, obtaining information, and conveying messages.

Ability to work with Klamath Tribal Members of varying social, educational, and economic backgrounds.

Ability to accurately keep and maintain complete records in accordance with the policies and procedures.

Ability to plan, prioritize and accomplish workload. Time management and organization skills are required.

Ability to function effectively under pressure of time and/or demands of several tasks at once. Problem solving skills are required to be successful in this position.

Ability to perform work and accomplish tasks in accordance with established policies and procedures of the department.

Ability to organize and analyze information about individuals through records, interviews, and professional sources for casework.

Ability to operate vehicles safely under all types of weather conditions and traffic situations.

Above average technology skills with the ability to operate a computer with knowledge of various software programs.

Ability to maintain **strict confidentiality** of records and information pertinent to the nature of the work.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to possess a minimum of two years of relevant work experience/education. *(Must submit copy of transcripts with application for verification of educational experience.)*
- **REQUIRED** to have at least one year of demonstrated case management experience.
- **REQUIRED** to complete the State of Oregon Notary test to obtain a notary commission. Must maintain notary status during term of employment. *(Must obtain certification within 90 days of hire.)*
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Associate Degree in related field, is preferred.
- Knowledge of Child Support Enforcement laws and regulation, is preferred.
- Previous work experience and knowledge of the aspects and challenges of Native Americans living in culturally, socially, and economically disadvantaged communities is preferred.
- Certification for DNA testing obtained within one year of hire, is preferred.

INDIAN PREFERENCE

Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference*).

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference". Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
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I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
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Employee (printed name)	Employee (signature)