



# *Sokaogon Chippewa Community*

3051 Sand Lake Road, Crandon, WI 54520

Phone: (715) 478-7500 \* Fax: (715) 478-5275



**POSITION:** Tribal IV – D Child Support Case Manager  
**DEPARTMENT:** Sokaogon Chippewa Community Child Support Agency  
**SUPERVISOR:** Child Support Program Director  
**SALARY:** \$17.00 per hour DOE, Full-time

**POSITION SUMMARY:**

*The Child Support Case Manager will establish and maintain individual child support files and overall program data, and assist customers with applying for child support services, including but not limited to: establishing paternity and child support orders, locating non-custodial parents and their assets, determining ability to pay. In addition, the Case Manager will refer families to other services that they may need. The Child Support Case manager will also be involved with Community events, programs and services to promote and enhance the Child Support Agency's effectiveness and efficiency.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

This position requires strong computer skills, attention to detail, knowledge and compliance with complex laws and regulations, and excellent interpersonal skills.

- Establish, modify and enforce child support orders.
- Establish paternity orders.
- Locate non-custodial parents.
- Interview custodial and non-custodial parents, legal guardians, witnesses or other individuals to obtain and verify information regarding the case and to establish the needs of each case, analyze and interpret information to determine eligibility for child support services and related programs.
- Monitor and document client fiscal activity; verify employment and income.
- Collect current and past due child support.
- Ensure compliance with all applicable Tribal, Federal and State laws, regulations and guidelines.
- Complete all grant reports in a timely manner. Maintain necessary data for reports.
- Interact and develop positive working relations with local counterparts as well and other tribal departments.
- Develop partnerships that can assist families and enhance ability to pay child support.
- Work with parents to achieve agreements whenever possible.
- Consider cultural and resources of each family.

**Ga-na-waji Ga-wi-nug Way-ji-mooki-ji-wung Yi-ewe-meing-gun-a-sepii**

- Consider special needs and offer assistance to overcome barriers whenever possible.
- Maintain confidentiality of all data and individual information; ensure that all safeguards and controls to ensure security of information and data are strictly adhered to and maintained.
- Work cooperatively and effectively with other agency staff to ensure service is delivered in comprehensive, consistent and culturally appropriate manner.
- Participate in educational opportunities to improve performance, enhance knowledge and learn new or needed skills.
- Attend Community events, pow wows, and meetings to educate the Community and promote the services of the Sokaogon Chippewa Community Child Support Agency.
- Complete duties as assigned.

*\*These duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or as deemed necessary by the supervisor.*

**QUALIFICATIONS:** Associates Degree or Degree/Certificate in a related field preferred, however a High School diploma is acceptable if individual has a minimum of 4 years general office experience in a service-delivery field with skills as indicated in duties. The person applying for this position:

- Must be highly organized with the ability to complete tasks in a timely manner. Must be self-motivated and willing to work as a team member.
- Must possess good verbal and written communication skills, and be able to interact with customers as well as other governmental professionals.
- Must maintain professionalism at and away from the job; maintain agency integrity and promote a positive image at all times.
- Must represent the tribe in a professional and appropriate manner in all court proceedings for child support matter
- Must be proficient in Microsoft Word, Power Point, Excel, MS Publisher, and Outlook.
- Must be skilled in maintaining files, records and confidential data
- Must have a valid driver's license.
- Must be able to build positive relationships and maintain a pleasant and professional perspective and attitude when working with customers, colleagues and other agencies.
- Must be able to travel in state and nationally.

**Drug-free Workplace Policy:** Sokaogon Chippewa Community is committed to a drug-free work environment and requires all employees to participate in an employee drug-testing program as a condition of employment.

**Indian Preference Policy:** Preference in filling vacancies is given to qualified Indian candidates in accordance with Indian Preference Act of 1934 (Title 25, USC, Section 472). Verification must be submitted with the application if claiming Indian Preference. Consideration will be given to non-Indian applications in the absence of qualified Indian Preference eligible applicants. Privacy Act: The Tribal Child Support Case Manager must comply with all requirements and provisions of Subpart D, of 43 CFR, Part 2, which implements the Privacy Act (USC 552a) (i) (1).

Submit completed applications/resumes to:

Donna Vodar, HR Director  
3051 Sand Lake Road  
Crandon WI 54520  
715-478-7663

Email: [donna.vodar@scc-nsn.gov](mailto:donna.vodar@scc-nsn.gov)  
Posting Date: 1/10/19  
Closing Date: 1/31/19