



SOKAOGON CHIPPEWA COMMUNITY

Mole Lake Band

Position:	<i>Child Support Case Manager</i>
Location:	<i>Tribal IV-D Child Support Department</i>
Hours:	<i>Full-time, 40 hours per week</i>
Salary:	<i>Commensurate with Education/Experience</i>
Reports to:	<i>Child Support Director</i>

Job 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.

Duties and Responsibilities:

- 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.
- Assist the Child Support Attorney by providing the necessary information and documentation on cases referred; testify in hearings as needed.
- 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.
- 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.
- Must have a working knowledge and be able to adhere to all tribal ordinances, policies and procedures, EPA permitting process, THPO permitting process and any other regulations that are applicable to the grant projects.
- Performs other duties as assigned.

Qualifications (Education, Experience, Knowledge, Skills, Abilities):

- 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 human service-delivery field with skills as indicated in duties.

- 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.

Pre-employment/random drug tests and a background check will be required for this position.

Native American preference is granted according to PL 93-638

Submit completed applications and resumes to:

Sokaogon Chippewa Community

Human Resources Department

3051 Sand Lake Road

Crandon WI 54520

(715) 478-7663

Email: hr@scc-nsn.gov

Posting Date: June 6, 2024

Closing Date: Until Filled