

**JOB DESCRIPTION**  
**POINT RATING EVALUATION PLAN**

Working Title: Child Support Worker	Name: Vacant
--	-----------------

Position No.:	Reports to Position No.:	Division, Branch/Unit:	Ministry
			Community and Social Services

Present Classification: PS3	Requested Classification: <i>(if encumbered only)</i>
--------------------------------	---

Dept ID:	Program Code	Project Code (if applicable)

**Position Summary:**  
 Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]

Next to earned income, child support has the greatest financial impact on a family with limited income. The Child Support Services program works with eligible Albertans to assist single parents, and parents in blended families where one of the biological parents is not present, to negotiate a child support agreement or obtain a court order.

Utilizing your years of experience working directly with clients as part of a South Zone team, you will be responsible for effectively managing a large caseload, demonstrating your drive for results through achieving effective program measure outcomes. You will apply your extensive assessment and critical thinking skills to work collaboratively with parents to negotiate a child support outcome leading to either a child support agreement or obtaining a court order.

You possess the ability to read, understand and apply complex government policy with a demonstrated ability to clearly communicate complex information in a concise manner. You are committed to ongoing learning and adapting to new processes to ensure the best possible service to Albertans.

**Purpose:**

- To assist applicants with dependent children achieve and/or maintain independence by obtaining child/adult support, or to maximize support payments on existing court orders or agreements.
- To identify the circumstances and legal rights of applicants using a needs determination assessment process that supports the legislative framework of the Family Law Act.
- To identify client needs for services and if required refer clients to other resources or services, as may be appropriate.

### **Primary Accountabilities/Responsibilities:**

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]

### **Needs Determination/ Assessment**

The CSW conducts the applicant interviews to collect information/evidence required to secure support agreements/orders. The CSW will assist eligible Albertans to:

- Review referral information provided by Income Support
- Assess social impacts and risk to the applicants and dependent children in commencing action to pursue child support
- Determine the needs and legal rights of the applicant and dependents
- Determine the possible options and confirm the course of action to pursue support agreements/orders
- Obtain the evidence required by legislation to pursue the course of action.
- Determine if negotiating to obtain child support by an agreement can be achieved rather than taking court act.
- Prepare the evidence to support the court action by completing affidavits and other documents required by for court.

### **Investigating/Respondent Assessment**

Locate and interview respondents to corroborate information and determine what intervention is required to resolve child support matters. The CSW will engage the respondents to meet legislated disclosure requirements regarding parentage and financial circumstances and confirms the course of action to be taken by:

- Investigating and taking action to locate and engage unwilling respondents.
- Obtaining financial disclosures, according to Child Support Guidelines, to determine child support
- Completing assessments to determine respondent employment and financial status.
- Determining in the best interests of the child the least intrusive approach to pursue child support.
- Taking actions required to obtain evidence to pursue court action and determine appropriate terms of an order if the matter is to proceed to court.

### **Negotiating**

CSW works with eligible Albertans, respondents and their lawyers about child support matters to determine process and follow through with the appropriate course of action to secure support agreements/court orders that meet the legislated guidelines and will withstand court scrutiny or appeal.

- Independently negotiates and gathers evidence to enter into support agreements and/or initiate orders on behalf of the Crown, applicants and other low income Albertans.

### **Court Action**

CSW prepares all applicant documentation for filing and presents the evidence to the Court to secure child support for applicants including:

- Preparation for orders including all court documents and presentation of evidence to Court of Queens Bench.

- Mediates and negotiates with respondents or respondents' legal counsel and if required prepare applicants to testify in Court.
- Prepares legal documents, i.e.: Affidavits/Consent Orders, swears Affidavits, gathers evidence and determines strategy.
- Ensures any legal documents, court orders or other required actions from the court hearing are completed including administrative processing/liaison with Maintenance Enforcement Program staff in Justice for registering of orders/agreements.
- Provides disbursement instructions to Maintenance Enforcement Program staff

### **Community Liaison**

Establishes and maintains working relationships with partners and agencies including liaison with lawyers, judges, court staff, family law staff, and women's shelters.

### **Referral**

Makes referrals on related issues of care and control, parenting time, or debt counselling, general counselling, legal aid, career and employment services or other appropriate community services.

### **SCOPE:**

*List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.*

- The CSW has the legal authority to intervene on all eligible Albertans accessing the Child Support Services program, respondents and their lawyers about child support matters to determine process and follow through with the appropriate course of action to secure support agreements/court orders that meet the legislated guidelines and will withstand court scrutiny or appeal.
- The CSW independently negotiates agreements and obtains evidence for court applications without involvement of legal support except in exceptional situations. This position has delegated authority of the Director to initiate applications and to enter into support agreements and apply for orders on behalf of the crown and applications for Albertans who have lower incomes. The affidavit evidence is the legal basis for support determination.
- Work is reviewed by the supervisor for adherence to Family Law Act, policy, procedures, precedents and implications of decisions and successful completion of Support Agreement and Orders. Workers and Supervisors consult to review statistical trends, significant court decisions and discuss policy changes.
- The position requires a strong foundation in legal protocols and legislative knowledge combined with interviewing, assessment, negotiations and decision-making skills to achieve appropriate outcomes.
- Assessment and negotiation required are complex and require gathering information of a personal and sensitive nature, often in emotionally charged interview settings. Interviews may involve interaction with parties with opposing or conflicting needs. The goals of the CSW intervention are to resolve conflict, provide an objective assessment and negotiate support agreements/orders based on Child Support Guidelines.
- Delegated authority for case management decisions regarding orders and agreements rests with this position.
- Building effective relationships with collateral contacts including the Courts, Alberta Works and AISH staff, Maintenance Enforcement Program (MEP), Children's Services, Alberta Justice - Family Law and Family Mediation, Legal Aid and out of province contacts are an essential element of the job.
- Achieving legally binding orders/agreements is the intended end result of maintenance action.

**Knowledge/Experience/Competencies:**

*Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]*

**Knowledge:**

- University degree/diploma in Social Sciences, Humanities, Business, or a related field.
- Knowledge of all relevant legislation, regulations and guidelines, including Income and Employment Supports Act, Family Law Act, Alberta Rules of Court Regulations, Child Support Program Policy, ETW/BFE Policy & Procedures, Alberta Child Support Guidelines.
- Working knowledge of department resources, programs and services, as well as community resources, programs and services.
- Knowledge of relevant computerized information systems, including TOMIS, Mobius, COMPASS, CCS/LISA, and ChildView, Adobe Acrobat.
- Knowledge of assessment principles, practices and applications
- Knowledge and understanding of multi-cultural issues.
- Knowledge of court procedures, rules of court, protocols and court etiquette.
- Knowledge of legal requirements to prepare and process documents.
- Knowledge of parenting and contact issues, family dynamics, family violence, addictions and cultural diversity.
- Knowledge of protocols and processes with MEP, MIMS.
- Knowledge of financial statements, personal and business, and income tax assessment or TI General Forms to analyze information.
- Commissioner For Oaths.

**Experience:**

- Experienced working in Delivery Services within Community and Social Services (CSS) is an asset.
- Experience working with a highly diversified client group
- Experience partnering with other GOA and CSS programs

**Skills/Competencies:**

- Highly developed interpersonal/people skills
- Strong ability to negotiate complex agreements, engage cooperative and non-cooperative individuals in a problem solving process resulting in case management decisions.
- Ability to deal with ongoing change
- Strong communication skills( written and verbal)
- Strong organizational and caseload management skills.
- Assessment/Interviewing skills. Ability to gather information on complex family situations and to assess each situation to determine appropriate action and potential referrals to other programs and services. Assessment of risk to families to support case management decisions.
- Ability to support and respect diversity in the workplace
- Ability to work in a dynamic fast paced and stressful environment. With frequent interruptions and crisis situations.
- Ability to work in a changing environment and proactively shift priorities to meet departmental goals & vision in a positive and proactive manner
- Responsibility and initiative for own performance , learning and progress towards achieving departmental and personal goals
- Ability to generate and implements creative solutions to complex issues
- Computer skills to enter and retrieve data from current programs and the ability to learn and use new programs/software.

- Problem solving and decision-making and ability to work independently.
- Conflict resolution. Ability to deal with sensitive issues of a confidential nature in working towards a maintenance solution.

**Primary Relationships/Contacts:**

*Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]*

Clients	Nature/Purpose of Contact
<p>Internal:</p> <p>Front line delivery staff</p> <p>Regional teams/staff.</p> <p>Community and Social Services colleagues all divisions includes program staff, HR, communications as well as other GOA ministries, HRDC and municipal etc.</p> <p>Alberta Justice – Family and Surrogate Court Litigation Team</p> <p>Alberta Justice – Maintenance Enforcement Program</p>	<p>To support the delivery of services to Albertans</p> <p>Respond to regional issues, consultations, team work, information sharing,</p> <p>Consultations, Response to client concerns, etc.</p> <p>Consultations, Court proceedings</p> <p>Complete MEP Registrations and Consult on Files as needed</p>
<p>External:</p> <p>Community Stakeholders</p> <p>Local Police and RCMP</p> <p>Business owners and managers.</p> <p>Learning Institutions such as Colleges, Universities, etc.</p> <p>Judges, Lawyers, Court Staff</p> <p>DNA Labs</p> <p>SERV IT</p>	<p>Assist clients in connecting with interpreters and other services Seek assistance with disruptive respondents</p> <p>Respond to employer locate letter inquiries and questions CSS related inquiries or Learner benefits inquiries</p> <p>To attend and observe court proceeding in CSS matters and advise program of court rulings</p> <p>To arrange for DNA testing when parentage is in dispute</p> <p>To arrange for document serving and processing- deal with incomplete affidavits or process serving issues</p>

--	--

**Organization Chart:**

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]

**Changes Since Last Review: (if applicable)**

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

**Signatures:**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned [See the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]

**Incumbent**

_____	_____	_____
Name	Signature	Date

**Manager**

_____	_____	_____
Name	Signature	Date

**Division Director/ADM**

_____	_____	_____
Name	Signature	Date

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Human Services Human Resource office at 780-644-3798 or [HS.JobEvaluation@gov.ab.ca](mailto:HS.JobEvaluation@gov.ab.ca).