

**POSITION DESCRIPTION  
COUNTY OF CASS, INDIANA**

**POSITION:** IV-D Caseworker  
**DEPARTMENT:** Prosecutor IV-D  
**WORK SCHEDULE:** 8:30 a.m. – 4:30 p.m., M-F  
**JOB CATEGORY:** COMOT (Computer, Office Machine Operation, Technician)

**DATE WRITTEN:** December 2009

**STATUS:** Full-time

**DATE REVISED:**

**FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as IV-D Caseworker for the Cass County Prosecutor's Office, responsible for ensuring proper preparation, establishment, and enforcement of child support orders and assisting Prosecutors with preparation of Court cases.

**DUTIES:**

Operates Indiana State Enforcement Tracking System (ISETS), entering, tracking and updating case management and financial data. Conducts case research, prepares documents and required reports, and enters and maintains various schedules. Reviews, assesses, and performs necessary duties that arise from individual daily work lists on ISETS.

Obtains detailed information from custodial and/or non-custodial parents to assist in the establishment of child support orders. Reviews files for errors and updates cases in ISETS. Receives requests for modifications and determines eligibility duly, including compiling evidence and completing obligation worksheets as required.

Prepares and files various documents with the Court, such as pleadings, petitions, orders and summons. Schedules Court hearings, prepares and transmits notices of hearings to appropriate parties, and enters hearing information in ISETS.

Calculates current child support and arrearages, mailing notices to non-payers and/or issuing income-withholding orders to income providers and financial institutions as necessary. Determines files to be tax-intercepted and completes and files all documentation and procedures as required for tax-interception.

Researches employment and income verification, including sending employer letters and social security letters to verify income or disability.

Updates arrearages and case files for contempt and felony non-support cases and prepares necessary paperwork for driver's license suspensions and modifications. Adjusts account balances and updates enforcement screen as appropriate.

Reviews cases for overpayments and adjustments, requesting refunds and/or release of payments and correcting income withholdings accordingly.

Responds to telephone and office inquiries regarding Title IV-D policies and procedures, providing information and assistance, resolving problems related to individual cases, taking messages and/or directing calls to appropriate individual, department or agency.

Files Court paperwork and interstate transmittals to transfer and/or recognize Foreign Decrees and other jurisdictional situations.

Conducts paternity investigation procedures, including identifying and locating absent parents, scheduling appointments for DNA testing and completing related paperwork.

Completes requests for name changes and/or adds father's name to child's birth certificate, forwards copies to Indiana State Department of Health (ISDH) and appropriate County departments/agencies, and updates information in computer.

Conducts case reviews to verify fulfillment of Court Orders and closes case files accordingly.

Maintains communication with various agencies and individuals in obtaining information and resolving problems, including State and County Welfare departments, attorneys, caseworkers, absent parents, Clerk's Office, and child support enforcement offices in other states.

Testifies in legal proceedings/court as necessary.

Periodically attends continuing education seminars/conferences.

Performs related duties as assigned and/or required by law.

#### **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Complete knowledge of and ability to make practical application of Title IV-D policies and procedures, the Court system, and related legal terminology and requirements. Ability to properly operate ISETS computer system.

Working knowledge of standard office policies and procedures and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence, documents and written reports as required.

Knowledge of standard filing systems and ability to create and maintain Department files.

Ability to properly operate standard office equipment, such as computer, typewriter, calculator telephone, copier, and fax machine.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Courts, Welfare, other Child Support offices, personnel from various state and federal agencies, attorneys, judges, employers and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to understand, memorize, retain and carry out oral and written instructions and present findings in oral or written form.

Ability to compute/perform arithmetic operations, such as calculating child support arrearages and determining income and wage withholdings.

Ability to compile, analyze and evaluate data, make determinations, and take action based on data analysis.

Ability to work alone with minimum supervision and with others in a team environment, often amidst frequent distractions and interruptions, and under pressure from formal schedules, deadlines and high volume operations.

Ability to apply knowledge of people and locations, plan/layout assigned work projects, and read/interpret detailed Court orders and documents.

Ability to provide testimony in legal proceedings/court.

Ability to occasionally travel out of town for training/seminars, sometimes overnight.

**II. RESPONSIBILITY:**

Incumbent performs duties according to standard Department policies and guidelines with priorities primarily determined by service needs of the public. Assignments are guided by definite objectives using a variety of methods or procedures, with incumbent referring to supervisor for unusual matters, such as policy interpretations. Periodically, decisions are made in the absence of specific policies and/or guidance from supervisor. Errors in work are primarily detected or prevented through standard bookkeeping checks or notification from other departments, agencies or the public. Undetected errors could result in loss of time to correct error and/or loss of money to other agencies or the public.

**III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, Courts, other Child Support offices, personnel from various state and federal agencies, attorneys, employers and the public for purposes of exchanging/verifying information, rendering service, and resolving problems/discrepancies.

Incumbent reports directly to Prosecutor.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting for long periods, sitting/walking at will, keyboarding, lifting objects weighing less than 25 pounds, close vision, speaking clearly, and hearing sounds/communication. Incumbent maintains frequent contact with the public and may be exposed to hostile/argumentative individuals. Incumbent may travel out of town for training/seminars, sometimes overnight.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of IV-D Caseworker for the Prosecutor’s Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name