

FAMILY COURT LIAISON

DISTINGUISHING FEATURES OF THE CLASS: This position involves the managing of Child Support cases from immediately preceding hearings scheduled before the Family Court, through the hearing process, and including facilitating follow-up as needed. The Family Court Liaison works closely with agency attorney to expedite the hearing process by attempting to negotiate settlements of pending matters prior to the hearing. The incumbent is routinely required to testify in support of the County's Child Support petition. The incumbent will communicate back to the Child Support Unit on matters requiring post-hearing attention. This position may also perform the duties of a Child Support Investigator when the workload of the unit requires it. Work is performed under general supervision of a Supervising Support Investigator or the Coordinator of Child Support Enforcement, but is allowed considerable leeway in the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews the pre-trial preparation done by Child Support Investigators, identifying, clarifying, and securing additional information or supportive documentation;

Meets with the agency attorneys to brief them on child support matters scheduled for Family Court, to identify problems, and develop strategies;

Meets with responding parties at Family Court prior to hearings, to negotiate agreements in settlement of pending child support matters that can be stipulated to during a hearing;

Testifies on behalf of the Department of Social Services as to facts and information obtained or kept in the course of business;

Provides the appropriate department staff with written direction of required post-hearing action to be performed;

May perform the duties of a Support Investigator as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of investigative techniques used in determining the location and financial status of individuals;

Working knowledge of social services agencies and programs;

Working knowledge of modern methods used in keeping and checking financial records and reports;
Working knowledge of office terminology, procedures and equipment;
Working knowledge of business arithmetic and English;
Ability to understand and interpret laws concerning support cases;
Ability to develop effective working relationships and deal diplomatically with the public;
Ability to develop effective working relationships and deal with people in a professional manner;
Ability to deal diplomatically with individuals in distressing human situations;
Ability to prepare written material;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to operate a computer terminal;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or higher in paralegal, social sciences, human services business or related field and one year of interviewing or investigating experience involving public contact; OR
- B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and two years interviewing or investigating experience involving public contact; OR
- C) Graduation from high school or possession of a high school equivalency diploma and three years of interviewing or investigating experience involving public contact; OR
- D) Any equivalent combination of training and experience as defined by the limits of A), B) and C) above.