



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30145

CASE MANAGER/INVESTIGATOR SUPERVISOR 2

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Case Manager/Investigator Supervisor 2 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.



Summary of Essential Duties

The primary purpose of the Case Manager/Investigator Supervisor 2 classification is to provide direct supervision to Case Manager/Investigator Supervisor 1 employees, as well as perform investigative/case management activities and direct the Investigative Division for the agency.

Duties

Frequency: 30% +/- 10%

- I. Provides direct supervision to Case Manager/Investigator Supervisor 1 employees.
 - A. Assigns and reviews work.
 - B. Monitors progress of investigations.
 - C. Conducts and attends meetings.
 - D. Provides training and guidance to subordinates.
 - E. Performs supervisory/personnel functions.
 - 1. Determines need for new staff members.
 - 3. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
 - 4. Reviews, approves or denies requests for leave.
 - 5. Disciplines subordinates, when necessary.
 - 6. Completes performance evaluations on subordinates' work.
 - 7. Meets with subordinates regarding any grievances.

Frequency: 50% +/- 10%

- II. Directs investigative and/or case management unit for the agency.

Frequency: 10% +/- 2%

- III. Performs investigative casework activities.



Frequency: 5% +/- 1%

- IV. Acts as a liaison between agency, federal, state, and local law enforcement officers, other agencies, and the general public.
- A. Attends meetings.
 - B. Represents the agency.
 - C. Gives speeches and/or presentations.

Frequency: 5% +/- 1%

- V. Remains current in job knowledge and best practices.



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DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Supervisory practices; Interviewing; Personnel practices; Administrative practices; Training and development practices; IRS offsets; Legal mandates and summary judgements; State time lines and deadlines; New policies, procedures and guidelines concerning child support/fraud issues; Fraud investigation procedures; Child support policies and procedures; Credit reports and BMV records; Agency computer systems (e.g., Skip Tracer); The ADA and CRA.	Oral Communication; Interviewing; Public speaking; Advising; Organization.	Extract information from various sources; Work with others; Maintain accurate records; Supervise; Implement new policies, procedures and guidelines; Complete forms; Proofread materials; Interview; Recommend qualified candidates; Assign work to others; Monitor the work of others; Train others; Complete performance evaluations; Discipline others; Explain assignments, procedures, legalities or situations to others; Provide guidance to subordinates; Write corrective action plans for problem cases; Conduct meetings; Recognize errors in the work of others; Review IRS offsets; Use computers.
II	Case management/investigative unit policies and procedures; Budgeting functions (e.g., adjust expenditures as needed, monitor compliance with budget); Distribution of funds; Child support issues; Public assistance fraud issues; Federal and State laws, rules and regulations regarding support and fraud; Final Bank Reconciliation; Tax Offset Program; Set conversion readiness Audit Program (SCRAP); Computer systems (CRIS-E); Filing practices; Intermediate mathematical principles; Policy development; Federal, State and Local laws pertaining to child support and fraud issues.	Computer operations; Organization; Intermediate mathematics (e.g., balance bank statement, monitor budget); Word processing; Data entry/typing.	Develop new procedures, policies or programs; Interpret policies and procedures; Coordinate the activities of other individuals and Agencies; Ensure compliance of procedures with Federal, State and Local laws, policies and procedures; Implement policies and procedures; Monitor compliance with budget; Develop new plans or procedures to increase income (e.g., provide extra staffing support, utilize temporary employees rather than full time); Complete Final Bank Reconciliation (e.g., investigate discrepancies, make corrections); Review Distribution of funds (e.g., complete distribution cards, compare amount collected to that ordered by the court); Oversee Tax Offset Program (e.g., determine eligibility, send notices, respond to complaints); Oversee Set Conversion Readiness Audit Program (SCRAP); Use computer programs (e.g., CRIS-E); Perform intermediate mathematical operations; File/archive records.



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III	<p>Court procedures (e.g., filing procedures in court, testifying, Miranda rights, etc.); Fraud issues; Investigative policies, procedures and practices; Federal, State and Local laws, rules and regulations regarding investigations.</p>	<p>Organization; Perform computer operations; Advising.</p>	<p>Testify in court; Extract information from various sources; Perform field work related to cases; Ensure employees working on cases obtain fraud information and respond accordingly; Give or exchange facts or routine information; Complete forms (e.g., filing court documents); Monitor the work of others; Reading comprehension; Sort and file material.</p>
IV	<p>Federal, State and Local laws, procedures and policies; Public relations; Public speaking.</p>	<p>Public speaking; Presentation; Organization; Oral Communication.</p>	<p>Give or exchange facts and information; Answer questions/inquiries; Prepare and deliver speeches; Listen and respond to questions; Attend meetings; Work with others; Act as liaison between Agency, Federal, State and Local law enforcement, other agencies and the general public; Represent the Agency; Handle contacts with outside Agencies; Give speeches and/or presentations.</p>
V	<p>Public assistance laws, policies and procedures.</p>	<p>Organization.</p>	<p>Read and comprehend changes in public assistance laws; Explain legal issues to others.</p>



Minimum Qualifications

- One year of experience as a Case Manager/Investigator Supervisor 1, 30144.

- Or completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field. Also requires three years investigative experience in a social service agency or similar environment and one year of experience in a supervisory position.

- Or one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in criminal investigations, one course or six months experience in case preparation techniques, one course or six months experience in criminal courts proceedings, one course or six months experience in techniques of writing, and one course in typing, keyboarding or word processing. Also requires three years investigative experience in a social service agency or similar environment and one year of experience in a supervisory position.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

Not Applicable.