



DHS-LOCATION SPECIALIST

CHARACTERISTICS OF WORK:

This work involves the location of putative fathers to establish paternity and non-custodial parents to secure child support and other individuals as specified by law. Incumbent assists the Child Support Unit, the courts, and law enforcement officials in establishing paternity. Supervision is received from an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of experience in work related to the described duties.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED), related experience and related education may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Sedentary Work: May occasionally walk or stand and/or occasionally move light objects, materials, etc.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Support Services: Possesses the ability and willingness to assist others by organizing, coordinating, and preparing information and services.

Assists Child Support Unit, the courts, and law enforcement officials in establishing paternity. Assists other states in the location of absent parents who may be living in this state.

Documenting/Recording Information: Enters, transcribes, records, stores, or maintains information in written or electronic/magnetic form.

Records statistical data to be used for reports. Creates weekly reports for the executive director stating how many requests were received, how many non-custodial parents were located, and what tools were used to locate individuals. Maintains statistical data for reporting purposes in conformity with federal and state regulations.

Workflow Management: Possesses the ability and willingness to perform work within defined specifications and time lines and to manage conflicting priorities.

Schedules and manages workload to assist in achievement of desired goals. Exercises appropriate level of professional skepticism based on information obtained. Pays close attention to details and has the ability to work in a multi-task environment.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Analyzes and executes location requests (in-state and interstate) to ensure that all appropriate sources of information are employed.
2. Maintains statistical data for reporting purposes in conformity with federal and state regulations.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Initiates and/or assists in the location efforts on all non-custodial parents referred to the Child Support Units or the State Parent Locator Unit.

Assists other states in the location of absent parents who may be living in this state.

Creates weekly reports for the executive director stating how many requests were received, how many non-custodial parents were located, and what tools were used to locate individuals.

Records statistical data to be used for reports.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.