

**CASS COUNTY COURTS’  
JOB DESCRIPTION**

**FRIEND OF THE COURT (FOC) INTERSTATE & PARENTING TIME ENFORCEMENT SPECIALIST**

**Supervised by:** Enforcement Supervisor (Interstate & general Parenting Time Enforcement)  
FOC Director/Deputy FOC (legal issues related to Parenting Time Enforcement)

**Supervises:** None

**Position Summary:**

Under the supervision of the Enforcement Supervisor and the FOC Director/Deputy FOC, is responsible to monitor the payment compliance of court-ordered child support for both incoming and outgoing Uniform Interstate Family Support Act (UIFSA) cases, cases where one of the parents resides outside the state of Michigan. Takes enforcement action including scheduling contempt hearings for non-compliance as well as processing case referrals from the Support Specialist and Prosecuting Attorney's Office. Acts as a liaison between the Cass County Friend of the Court Office and other agencies within the State of Michigan and outside the State of Michigan, including countries outside the United States that are part of or subject to UIFSA, concerning interstate enforcement and case management. Serves as the point person for questions related to custody and parenting time as well as processing requests for parenting time enforcement with the FOC Director/Deputy FOC. Coordinates mediations for parenting time and custody disputes. Facilitates mediations and/or settlement discussions with parents having parenting time and custody disputes, when appropriate, and as permitted by statute.

**Essential Job Functions: Interstate Enforcement**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Trained on and able to utilize and navigate MICSES (Michigan Child Support Enforcement System) for job duties.
2. Obtains and maintains expertise and knowledge of UIFSA policies and processes.
3. Conducts an ongoing review of interstate cases for potential enforcement by utilizing reports and as a result of requests from other agencies, parties, and staff. Must have the ability to utilize the MICSES computer system to verify payment, employment and other relevant case information to determine if the case is appropriate for enforcement action and then initiate that process.
4. Prepares documents related to enforcement proceedings including contempt/show cause materials as well as meeting and communicating with delinquent payers to attempt to obtain voluntary compliance with Court orders. Gathers necessary information for enforcement, which may include medical, employment, income and other related information. Provides employment referrals, referrals to other staff and agencies, and provides an overall explanation of the interstate enforcement process including the consequences for non-compliance.
5. Prepares court related enforcement documents, including bench warrants, for failing to comply with Court ordered and voluntary agreements regarding the payment of child support.

6. Prepares and sends Status Update Transmittals to originating jurisdictions regarding lack of payment compliance in initiating cases and monitors for response.
7. Receives, responds and initiates case transmittals with other agencies to communicate important case information essential in properly managing cases such as: pending court action(s), location efforts, reconciling account balances or changes in employment, address, disability or Social Security benefits/status.
8. Accepts and processes case referrals from the Support Specialist and Prosecutor's Office, which may include requesting certified documents from the other state, filing certified documents with the Clerk's Office, creating a case in MICSES, determining the appropriate course of action such as registration or redirection and referring to the Prosecutor's Office when an objection is filed.
9. Prepares and completes initiating UIFSA packets, which may include address confirmation from the USPS verified within the last 90 days, certified copies of required documents, payment history, Affidavit of Arrearage, completed Transmittal and Registration Statement.
10. Processes responding UIFSA packets, which may include verifying obligor address when necessary, and checking the accuracy of all required paperwork including the Transmittal, Registration Statement, and Affidavit of Arrearage (which includes checking for certification of necessary documents). Additional duties related to filing, processing and service of responding UIFSA packets which may include filing the completed packet with the Clerk's Office, entering information into the MICSES system, service on the obligor via certified mail or personal service and monitoring for the filing of an objection.
11. Conducts child support reviews on responding cases to determine if a modification in child support is appropriate which may include gathering income information from both parties, requesting the same from the initiating jurisdiction when needed, inputting the requested information into MICSES to obtain a child support calculation utilizing the Michigan Child Support formula, generating child support recommendations, monitoring for filed objections, and preparing Child Support Orders. Modifications may be initiated upon request or when deemed necessary and appropriate pursuant to applicable law.
12. Provides back up support for the recording of Referee hearings when needed.
13. Responsible for the management of the recordings obtained during Referee hearings which includes archiving and providing copies for attorneys upon request.
14. Actively and timely responds to inquiries from, as well as actively and timely communicating with, staff, parties, attorneys, other agencies, employers, and others as necessary and appropriate.
15. Prepares and maintains required Court records, documents customer contacts, and responds to interstate enforcement related correspondence by USPS mail, telephone and by use of internet as well as ensuring that case noting is done in MICSES in a timely and detailed manner to allow for collaboration among other FOC staff.
16. Actively and timely monitors MICSES notifications called Alerts and Intergovernmental Correspondence (ICOR) in managing appropriate interstate enforcement actions.
17. Performs other duties and responsibilities as assigned.

### **Essential Job Functions: Parenting Time Enforcement**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Processes Parenting Time Complaints and responds to parties having custody and parenting time issues, in person, by mail, by telephone and email in collaboration with the FOC Director/Deputy FOC.
2. Engages in informal mediation and facilitates settlement discussions with parents having parenting time and custody disputes, when appropriate, and as permitted by statute.
3. When appropriate, makes referrals to and coordinates formal mediation services for parties having parenting time disputes to assist parties in reaching their own agreements regarding their children.
4. Drafts proposed stipulations and consent orders pertaining to the establishment or modification of parenting time in *pro per* matters utilizing standard form legal documents generated by the Attorney Referee or FOC Director/Deputy FOC.
5. Initiates and pursues more formal enforcement of parenting time orders where appropriate through coordination with the FOC Director/Deputy FOC.
6. Serves as the point person for questions related to custody and parenting time by answering general questions about custody and parenting time, such as how to seek a change in custody or parenting time, what an order means, etc.
7. Refers litigants to seek the advice of an attorney if they require legal advice since the FOC staff cannot give legal advice and must remain neutral in litigants' disputes.
8. Coordinates and tracks informal and formal mediation services.

### **Required Knowledge, Skills, Abilities and minimum qualifications:**

The requirements listed below are representative of the knowledge, skills abilities and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Bachelor's degree in social sciences, education, a related human service field, or a related field that qualifies the person to deliver interstate and parenting time enforcement services.
2. Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, and division.
3. Working knowledge of computers and modern office practices and procedures.
4. Ability to maintain accurate and organized records.
5. Demonstrated ability to communicate effectively, verbally and in writing, and the ability to pay attention to detail including the ability to detect errors, determine causes, and make corrections as appropriate.
6. Skills in informal mediation and negotiation and the ability to handle hostile individuals.
7. Ability to effectively interview and the ability to obtain information from persons.

8. Ability to be impartial and make timely decisions.
9. Ability to maintain confidentiality and handle stressful situations.
10. Ability to consistently demonstrate sound ethics and judgment.
11. Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
12. Ability to use resources effectively and efficiently.
13. Demonstrated ability to maintain professional integrity and respect for colleagues, co-workers, parties, attorneys, and the general public and the ability to effectively meet with and interact with the general public.
14. Ability to use office equipment such as telephone, fax machine, calculator, and computer software including word processing, spreadsheet, database and electronic mail/internet/world wide web.
15. Skill in prioritizing and completing work assignments.
16. County employees are expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity and loyalty as it pertains to and reflects upon their employment with the County.
17. County employees must be physically and mentally able to perform the essential duties of their position without excessive absences.
18. In addition to the above requirements, all County positions require the ability to read, write, speak and understand the English language as necessary for the position, including the ability to understand and follow written and oral instructions.

**Preferred and Desired Knowledge, Skills, Abilities and qualifications:**

Preference will be given to applicants with knowledge, skills, abilities and qualifications as listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Preferred/Desired to have a Bachelor's degree in social work, criminal justice, sociology, psychology or education that qualifies the person to deliver interstate and parenting time enforcement services, with a concentration in business management or other business related curriculum.
2. Two years of domestic relations experience, preferably in a Friend of the Court Office or closely related setting.
3. Knowledge of LEIN and Michigan Child Support Enforcement System (MICSES) capabilities.
4. Working knowledge of modern policies and practices of criminal justice administration and the legal process.
5. Knowledge of legal terminology, format and standard legal instruments.

6. Working knowledge of the State of Michigan court system, procedures and statutes, specifically related to the Friend of the Court.
7. Demonstrated knowledge and skill in investigative and interviewing techniques as well as maintaining expertise in UIFSA policies and procedures.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear. The employee is often required to walk, sit or use hands to finger, handle or feel objects, tools or controls. The employee is often required to stand and sit for extended periods of time. The employee is required to manage stress, be it from dealing with people under duress, from the confrontation and negotiation components of the adversarial process or from the demands of decision making. The employee must occasionally lift and/or move light to moderate objects and can be required to restrain an arrestee or prisoner. The noise level in the work environment can range from quiet to moderate, typical of a busy office.

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