

D.C. OFFICE OF THE ATTORNEY GENERAL  
GOVERNMENT OF THE DISTRICT OF COLUMBIA



POSITION VACANCY ANNOUNCEMENT

<b>ANNOUNCEMENT NO:</b> 40-2013	<b>POSITION TITLE:</b> Case Management Coordinator
<b>POSITION GRADE &amp; SERIES:</b> DS-101-12	<b>SALARY RANGE:</b> \$64,375 - \$72,367 Annual *THIS POSITION IS BUDGETED ONLY AT THE DS-12/05 \$72,367 ANNUAL
<b>TOUR OF DUTY:</b> 8:15am – 4:45pm Monday - Friday	<b>OPENING DATE:</b> 07/25/2013 <b>CLOSING DATE:</b> 12/26/2013 <b>1<sup>st</sup> SCREENING DATE:</b> 08/08/2013
<b>AREA OF CONSIDERATION:</b> Open to the general public	<b>PROMOTION POTENTIAL:</b> None
<b>WORKSITE LOCATION:</b> Office of the Attorney General for the District of Columbia Child Support Service Division/Systems & Automation Section/First Response Unit 441 4 <sup>th</sup> Street, N.W. Washington, D.C. 20001	<b>NO. OF VACANCIES:</b> One (1)
<b>DURATION OF APPOINTMENT:</b> Term Appointment-13 Months	
<b>COLLECTIVE BARGAINING UNIT:</b> This position is not in the Collective Bargaining Unit.	
<b>BRIEF DESCRIPTION OF DUTIES:</b> Incumbent coordinates and implements a comprehensive and intensive case management program for providing services to establish, enforce, and modify child support on behalf of the District of Columbia. Networks with and serves in a liaison capacity with multiple agencies for coordination of paternity and child support case activities and programs. In this capacity, coordinates the work; and provides technical guidance to ensure accuracy, adequacy and integrity of the final product. Reviews, evaluates and prepares summaries of legal data to support recommended course of action on assigned cases in accordance with judicial procedures, rules of the courts, and rules of evidence. Conducts consultations with clients to increase their understanding of the requirements of the child support enforcement laws and mandates. Maintains communication with clients to monitor and evaluate case status. Provides training on record keeping, documentation, policies or protocols, court orders and service coordination. Also, provides day-to-day technical assistance to attorney and non-attorney staff assigned to child support cases. Meets with court representatives to provide updated information on customers' cases and provides court reports. Prepares and submits to the appropriate officials special and recurring statistical and narrative reports. Ensures easy accessibility to legal documents and other reference documents in addition to status of work in progress. Participates training and workshops, and remains fully informed in matters of child support services, policies, procedures, and related practice issues. Coordinates and or processes referrals to CSSD partners for services including: employment, education (GED preparation and testing), substance abuse counseling, mental health counseling, housing location and retention assistance, and or legal services.	
<b>SELECTIVE PLACEMENT FACTOR:</b> Knowledge and experience in the use of the Child Support Enforcement Network (CSNET) application and the Query Interstate Cases for Kids (QUICK) application. Knowledge of the Child Support Central Registry for interstate case processing.	

**QUALIFICATIONS:** Candidates must meet the basic requirements described under A, B, or C: (A) Degree in behavioral or social science; or related disciplines appropriate to the position or (B) Combination of education and experience that provided the applicant with knowledge of one or more of the behavioral or social science equivalent to a major in the field or (C) Four (4) years of appropriate experience that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field.

**SPECIALIZED EXPERIENCE:** Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation on the organization.

Time-in-grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

**Substitution of Education:** A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

**SUBMISSION OF RANKING FACTORS:** The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

**Ranking Factor #1** Knowledge of the structure, functions and mission of the Office of the Attorney General, Child Support Services Division, and the Program Operations Section, to coordinate case management services in accordance with established rules and regulations.

**Ranking Factor #2:** Knowledge of the policies, protocols, mandates, and processes related to the D.C. Child Support Enforcement Program and their impact on fiscal service delivery.

**Ranking Factor #3:** Skill in monitoring program activities and reporting and interviewing.

**Ranking Factor #4:** Skill in interviewing and exerting persuasion to obtain information needed to coordinate litigation, or other efforts and to achieve position results.

**Ranking Factor #5:** Ability to communicate effectively both in writing and orally; and the ability to handle customers in stressful situations.

**PRIORITY CONSIDERATION:** Displaced Employee Priority Placement: Eligible's for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

**EMPLOYMENT BENEFITS:** Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

**RESIDENCY PREFERENCE AMENDMENT ACT OF 1998:** A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District applications, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

**VETERANS PREFERENCE:** Applicants claiming veteran's preference must submit official proof of the time of application.

**DRUG-FREE WORKPLACE:** Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

**OTHER INFORMATION:** A background investigation will be conducted.

**HOW TO APPLY:** Candidates may apply in person or send a **DC 2000**, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: [OAG.Recruitment@DC.GOV](mailto:OAG.Recruitment@DC.GOV). Resumes are not considered job applications therefore a DC-2000 must be submitted to receive consideration. Resumes will be accepted **in addition to**, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. **To download Employment Application Form, DC-2000, visit our website at: [www.oag.dc.gov](http://www.oag.dc.gov).**

**EEO STATEMENTS:** The District of Columbia Government is an Equal Opportunity Employer.

**EQUAL OPPORTUNITY EMPLOYER:** All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL**