

# County of Berks

## POSITION DESCRIPTION FORM

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Position Title: Deputy Director

Department: Domestic Relations Reports To: Director of Domestic Relations

Wage Category:  Exempt  Non-Exempt

EEO-1 Category: Officials/Administrators Union Classification: N/A

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### POSITION SUMMARY:

The Deputy Director assumes the responsibilities of the Director in his/her absence. The Deputy Director assists in the direct supervision of the DRS managers, and assists with all personnel and Human Resource related matters for management and staff. The Deputy Director provides quality assurance oversight, monitors and takes action to improve federal program performance measures and compliance with federal and state regulations, laws, rules of court. The Deputy Director provides program and service quality assurance, develops agency policies and procedures, provides problem-solving to all levels of staff and management, creates and delivers training and development, and assures all aspects of program audit compliance for the agency.

The following applies to all employees of the Domestic Relations Section serving the 23<sup>rd</sup> Judicial District of Pennsylvania: Employees must assist in maintaining high program performance standards through efficient work practices, and by active engagement in process improvement and training, which occasionally requires travel. Employees must diligently maintain a safe and secure working environment for employees and the public through compliance with all safety and security procedures.

### POSITION RESPONSIBILITIES:

#### *Essential Functions*

1. Assumes the responsibilities of the Director in his/her absence.
2. Addresses and resolves personnel matters on behalf of the Director in his/her absence. This includes hiring, preparing and delivering disciplinary and performance improvement documentation; includes suspensions and terminations as necessary, at the direction of the Director.
3. Assists the Director in the direct supervision of the DRS managers. This includes

Effective Date:

Revision Date: 11/2016

assistance with management performance, discipline, and development. Prepares and conducts training and development with managers. Provides guidance and problem solving resolution to managers on an ongoing basis to resolve management matters, performance improvement concerns, as well as work-related and personnel matters.

4. Assists the Director with personnel and discipline matters in the DRS. Researches and prepares personnel documentation for new positions. Prepares performance improvement plans and disciplinary documentation. Delivers counseling, performance improvement plans, and discipline to staff when needed. Meets with staff and union representatives for disciplinary matters.
5. Assists with federal and state audit processes. Conducts appropriate research for same, provides requested information and assists Director with preparation of responses to audit process.
6. Provides assistance with required federal, state and county fiscal and account reporting on a monthly and yearly basis. Possesses check signing authority for the signing of checks to transfer funds over the PA Department of Revenue as well as the Berks County Treasurer's Office as required.
7. Reviews and evaluates changes in legal requirements for child support processes. Develops office-wide policies and procedures pursuant to same, disseminates to staff and management. Develops training materials and delivers training on same to management and staff.
8. Reviews and evaluates enhancements to the state-wide PACSES system. Develops policies and procedures pursuant to same; provides information and training on same to staff and management.
9. Monitors federal program compliance measures and investigates indications that corrective action may be needed. Determines appropriate corrective action to be taken to assure maximum federal performance incentive monies are received. Develops and provides training on applicable performance measures and procedures for improvement; trains on the corrective action required.
10. Supervises the Management/Confidential Employment Counseling Specialist position. Supervises the Work Search Program carried out by this position for the agency. Manages DRS involvement with clients, participation with agencies at the Community Reentry Center, as well as involvement with other Berks County agencies and employers.
11. Supervises the National Medical Support Notice team. Remains current on medical support issues and federal performance measures for same. Develops training material and procedures for medical support establishment and enforcement. Provides training to all staff on medical support. Main DRS contact for medical support for staff/management as well as outside DRS contacts,

including the Bureau of Child Support Enforcement and Subject Matter Experts. Monitors Federal Medical Support Establishment and Enforcement Measures to ensure maximum performance is being met.

12. Assists Director with establishing and maintaining the appropriate security protocol for the securing and protection of Federal Tax Information, Federal Parent Locator Service Information, and Child Support Confidential Program Information as required under federal law.
13. Evaluates office-wide training needs on an ongoing basis by evaluating errors, questions, and staff/management needs. Also determines training needs for staff and management due to impending legal, system, and required reporting changes. Plans, organizes, implements and delivers department-wide training.
14. PACSES Administration Team Member Lead for new and existing DRS staff/management. Determines, establishes and updates access to all PACSES system screens as appropriate based on security level. Determines and coordinates all other state and county program and platform access for staff and management. Lead for local network management and coordination with the state.
15. Manages the internal Help Desk Team. Coordinates and assists with resolving network issues, access problems, and equipment concerns for staff and management.
16. Manages all FMLA and IFMLA records for all staff and management. Liaison with FMLA Coordinator in HR for all FMLA/IFMLA related matters in DRS.
17. Identifies and resolves problems arising in complex cases as well as complex PACSES system issues. Determines resolution and assists staff and management with same.
18. Provides daily problem resolution for staff, management and administration.
19. Assumes management duties for a unit when a management position is vacant or in transition. Assists with the interviewing and hiring of new managers. Prepares, coordinates and delivers new manager training, including unit, office-wide and necessary DRS legal knowledge, as well as management-based training.
20. Provides investigation and acts as a check/balance system for Fiscal and Docketing Units as needed. Assists Director with investigating any deposit discrepancies for the Docketing Unit. Assists the Fiscal Unit with any fiscal matters needing investigation and/or resolution.

### ***Non-Essential Functions***

1. Contacts Bureau of Child Support Enforcement and PACSES Subject Matter Experts to conduct research and for case processing resolution for managers and staff.
2. Acts in the capacity of PACSETI Training Coordinator for Berks County DRS.
3. Prepares and submits Data Processing Service Requests, PACSES system Service Requests and Network Service Requests.
4. Attends regional and state-wide child support trainings; participates and presents as requested in these trainings.
5. Attends statewide PACSES system update meetings; provides feedback on design proposals prior to implementation.
6. Attends quarterly Domestic Relations Association DRAP Board meetings.
7. Participates in Federal Office of Child Support Enforcement meetings to multi-state participants.

### **MINIMUM EDUCATION AND EXPERIENCE:**

1. Bachelor's degree in Management, Criminal Justice, Public Administration, Social Work or related field.
2. Minimum of seven (7) years of progressively responsible management experience.
3. Juris Doctorate preferred, to assume the IV-D Attorney job responsibilities.

### **MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of child support law (Federal Code of Regulations, PA Consolidated Statutes, PA Rules of Civil Procedure, case law, Consumer Credit Protection Act, other states' laws).
2. Knowledge of all PACSES subsystems.
3. Knowledge of PA Department of Public Welfare practices and systems.
4. Knowledge of other Social Services and Court agencies including BCCYS, BCJ, Adult Probation, and Court Administration.
5. Ability to communicate effectively and professionally, both orally and in writing.
6. Ability to negotiate and make sound decisions exhibiting good judgment.
7. Ability to lead others, follow directives and work as a member of a team.
8. Ability to work well under pressure, prioritize and make critical decisions.
9. Skill in the use of various software including MS Word, Excel, Access, and PowerPoint.

10. Any equivalent combination of experience which provides the required knowledge, skills and abilities.

**PHYSICAL DEMANDS:**

Position requires sitting and typing for extended periods of time. Articulating keyboards with attached mouse pads are used to alleviate some of the stress on the hand and back muscles. Screen glare guards or modernized low glare CRTs are used to reduce eye strain.

**WORKING ENVIRONMENT:**

Normal office environment. Position requires some out of county and out of state travel to attend meetings, trainings, and conferences. Incumbent needs access to transportation.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*

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**ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION**

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*Signature of Employee*

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*Date*

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*Signature of Supervisor*

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*Date*

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