

Human Services Supervisor (CSEA Team Leader) (4440-12)

Be part of our Team! We are committed to providing equal employment opportunities in all employment practices. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, citizenship status, marital status, age, disability, genetic information, protected veteran status, gender identity or expression, sexual orientation or any other characteristic protected by law. We are a second-chance employer and a recovery friendly workplace.

Highly Competitive Employee **Benefits Package** and Generous Paid Time Off

11 Paid Holidays, Immediately Begin Accruing Paid Vacation and Sick Time, and Paid Parental Leave.

Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option.

Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

DEADLINE TO APPLY: 6/23/2025

WORK LOCATION: Job & Family Services 222 E. Central Parkway Cincinnati, OH 45202

WORK HOURS:

(Potential for Hybrid Remote Work Schedule)

STARTING SALARY: \$60,008 - \$78,021

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Bachelor's Degree from an accredited college or university; AND Two (2) years of experience in client services caseload work
- Associate's degree from an accredited college or university; **AND** Four (4) years of experience in client services caseload work
- High School Diploma or GED; **AND** Six (6) years of experience in client services caseload work

AGENCY-PREFERRED QUALIFICATIONS:

- Master's degree in social work, sociology, social science, psychology, human development and family science, gender and sexuality studies, public administration or a related field from an accredited college or university

JOB DUTIES (SUMMARY):

- Supervises child support technicians and/or clerical staff and/or administrative officers providing customer service in the areas of Intake/paternity, Enforcement, Order Modification, Case Establishment, Administrative Hearings, Audits/Distributions, Cashiers, Interstate, Referral Processors, IV-E, Legal Support and other relevant Child Support Services. Assigns workload and insures the accuracy and productivity of staff; interprets and implements agency policy as it relates to unit operations; complies with confidentiality laws and regulations; always demonstrates courteous and professional behavior.
- Manages, coordinates and decides issues relating to problems, personnel needs, evaluations, transfers, demotions, promotions and vacancies. Establishes goals and objectives, implements measurement tools, and provides technical assistance and training. Coaches and counsels staff on performance and develops performance improvement plans when necessary. Provides recommendations for hiring and terminating employees. Approves/denies vacation, sick, leave of absence, and other special

requests of staff. Responsible for the approval/denial of staff request to attend conferences, workshops, trainings, etc.

Responsible for directing and managing activities of child support staff.

- Conducts and attends staff meetings and individual conferences. Represents unit at meetings, conferences, workshops and training sessions; participates in state and court hearings.
- Attends or presents required training, conferences and/or seminars.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

Knowledge of: supervision; business practices and principles; employee training and development; management; public relations; child support policies/procedures; interviewing; budgeting; agency policies and procedures;* government structure and process*.

Skill In: operating agency networked personal computer software and program operating systems*.

Ability to: define problems, collect data, establish facts and draw valid conclusions; deal with large number of variables and determine specific course of action; recognize errors and make corrections; proofread technical material; write instructions, specifications and training materials; gather, collate, and classify data, people or things; prepare meaningful, accurate and concise reports and position papers; handles sensitive inquiries from public, government officials, support groups, and general public; prepare and deliver speeches before general audience.

ESSENTIAL JOB FACTORS:

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

POSITIONS SUPERVISED:

- Child Support Technicians and/or Clerical staff and/or administrative hearing officers.

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to following systems:

- SACWIS
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years,
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee