



# County of Riverside



*invites your interest in the position of*

## Director of Child Support Services

Recruitment Services Provided by Ralph Andersen & Associates





## The Opportunity

*The County of Riverside is recruiting for a highly experienced Child Support Services professional. This is an exciting opportunity to direct the operation of a well-run and successful Department of Child Support Services. The ideal candidate will be a progressive, highly experienced professional who enjoys working in a fast paced and complex environment.*

## Riverside County

Whether it is a stroll through the quaint boutiques of historic downtown Riverside, an afternoon in Temecula's wine country, or a round of golf on a world-class course in Palm Springs, Riverside County has something for everyone. Even the weather is wonderful, with rainy days few and far between. All in all, Riverside County is a great place to live, work, and play.

With more than two million residents, Riverside County is the eleventh most populous county in the U.S. and the fourth most populous county in California. The County spans 7,208 square miles and contains 28 cities. Combined with a reasonable cost of living, Riverside County's multi-faceted environment of rolling hills, lakes, rivers, deserts, and forests has made it one of the nation's fastest growing counties for more than a decade. Riverside County is conveniently located within a short drive to Southern California's many cultural events, theme parks, and tourist attractions, which makes it an excellent alternative to the more costly and congested neighboring counties. The County's housing market continues to be among the most affordable in Southern California. Higher education facilities abound throughout the area, providing continuous educational opportunities for professional development.

Guided by a strategic vision created to provide and enhance needed services over the next two decades, the County is progressive and proactive. Riverside County government recognizes the value of a qualified and diverse workforce, making it a priority to build an organization that reflects the progressive community it serves. The County's leadership consists of five members of the Board of Supervisors who serve as both the legislative and executive branches of the County government. They are elected by district, on a non-partisan basis, to four-year staggered terms. The Board appointed County Executive Officer oversees the day-to-day activities of the County's agencies and departments. The County's core business includes law enforcement, prosecution, probation, parks, community development, public works, public health, public social services, the County hospital, fire, housing, and employment and administrative services. Riverside County has over 21,000 employees across over 40 departments and agencies. The 2014/2015 adopted budget is \$4.8 billion in appropriations for the County.

## The Child Support Services Department

The Riverside County Department of Child Support Services (DCSS) acts as a local arm of the state in operating the child support enforcement program to help parents meet their obligations to support and provide health insurance for their children. DCSS is committed to serving the children and families of Riverside County through its four office locations in Riverside, San Jacinto, Indio, and Blythe.

DCSS provides the highest level of service so that children can rely on their parents for the financial, emotional, and medical support they need to be healthy and successful. The Department of Child Support Services works to promote parental responsibility to enhance the well-being of children and self-sufficiency of families by delivering effective quality child support services and collection activities that contribute to meeting the needs of children. The Department of Child Support Services uses child support enforcement actions to ensure that both parents share the obligation to support their children, that families who need child support services receive them, and to increase the reliability of child support payments to families and decrease the amount of unpaid child support.

Treating all parties with dignity and respect, the focus of the department is to improve the lives of children and meet the needs of families by:

- Determining who the child's parents are and locating them in order to establish child support, paternity, and support arrears repayment orders;
- Enforcing and modifying support obligations;
- Collecting and disbursing child support payments;
- Taking all civil, interstate, and other support establishment and enforcement legal actions necessary to help children and families get the support they need to live now and upon which to build a better future;
- Establishing and enforcing medical support orders;
- Taking all actions necessary to obtain repayment from non-custodial parents of support provided by the County for their minor children;
- Strengthening existing collaborative partnerships;
- Emphasizing excellent, consistent, and timely customer service; and



- Maintaining effective communication between DCSS and government, court, employer, and individual and group stakeholders regarding its services within the community, County-wide, in order to keep customers informed about the availability and provision of child support services.

With collections totaling \$142,314,025 during FY 2014, Riverside County DCSS collections are among the top 10 in the State. This reflects a 2.14% (\$2.97 million) increase over the previous year.

## Overview of the Position

The Director of Child Support Services is an at-will department head appointed by, reporting to, and receiving overall policy guidance from the County Executive Officer / Board of Supervisors. As the Department Head, The Director of Child Support Services oversees a department with approximately 319 employees and an annual operating budget of \$35.5 million. This position has overall responsibility for planning, organizing, and administering the federal Title IV-D and State Child Support Enforcement Program and directing the operation of the County Department of Child Support Services, including all County branch offices. Specific duties include:

- Review legislation and regulations and formulate or approve policy for efficient administration operations and programs including child, spousal, and medical support enforcement and collection in the County.
- Review and analyze departmental financial and statistical reports and prepare or review annual budget estimates and justifications for proposed expenditures; evaluate the costs and benefits of items proposed for the annual department budget.
- Recruit, interview, select, and hire supervisors, managers, and attorney staff; select, train, supervise and direct top management personnel; coordinate the investigative efforts of attorneys, investigators, and other law enforcement agencies.
- Assist the Grand Jury by offering counsel; may direct the litigation of major or highly complex civil child support establishment or enforcement cases; direct and manage civil and criminal child support enforcement appellate litigation through Chief Deputy and Supervising Deputy Child Support Attorneys.
- Approve major or complex support enforcement case dispositions; oversee attorney and other staff rotations and promotions; review Grand Jury inquiries and citizen complaints.
- Set long-range and short-range goals; implement, communicate, and monitor programs and procedures to accomplish those goals; review and approve contracts; manage grants and statistics; supervise completion of federal and State required collections of accounts receivable and caseload activity reports.

## The Ideal Candidate

The ideal candidate will be a decisive leader, a strong program and budget manager, and an accomplished professional with a highly collaborative management style, superior people skills, and excellent presentation, public speaking, and overall communication abilities. This candidate will be expected to be a creative, strategic, innovative, team-oriented, and self-motivated leader with a hands-on and proactive approach that will continue the Department of Child Support Services reputation of excellence.

The new Director of Child Support Services will be recognized as having the ability to provide the organization with the following qualities and attributes:

- Strong, confident leader who will establish instant credibility as an authority on Child Support Services;
- A solid manager with a focus on employee engagement and the ability to provide strategic direction;
- Be innovative and results-driven with a track record of successful leadership of an organization;
- Have a demonstrated ability to forge effective working relationships with a variety of individuals and groups, build consensus, foster teamwork, and create a climate of trust and respect;
- An individual who will accept responsibility and be accountable for decisions made and actions taken;
- Be known as a person of integrity with a personal commitment to a position of public trust;
- A well-grounded individual, versed in constructive review, evaluation, and common sense with a talent for thinking and applying the contextual environment; and
- A leader with core values centered on outcomes, both measurable and meaningful.

In summary, candidates must enjoy and thrive in a fast-paced and robust environment and address day-to-day operations with a personal style that embraces a collaborative approach to decision-making and problem solving.

## Minimum Qualifications

**Education:** A Bachelor's degree from an accredited college or university with major course work in business or public administration, psychology, sociology, political science, or a closely related field. Possession of a Juris Doctorate and active membership in the State Bar of California is preferred but not required.





**Experience:** This position requires five (5) years of responsible experience in a supervisory, administrative, or managerial position related to planning, organizing, and directing the various functions and operation of a large county-wide child support office in the State of California. Experience with a high volume caseload is preferred.

**Candidates should also have knowledge and management level experience in the areas of:**

- Principles of child support services administration including establishment, modification, and enforcement of child support orders;
- Organization, fiscal, and personnel management;
- California Family Code, Welfare and Institutions Code, and Penal Code provisions;
- Federal, State, civil, and criminal laws and regulations applicable to delivery of child support services;
- Legal principles and their application, with emphasis on civil child support enforcement litigation as well as criminal child support prosecution;
- California statutory and case law;
- Rules of evidence and the conduct of court proceedings, procedures, and practices.

**Candidates should also have ability to:**

- Plan, organize, coordinate, control, and evaluate the work of the department and to direct its operation and administration efficiently and economically;
- Interpret public child support services programs and problems to the community;
- Develop and maintain effective relationships with other officials, courts, agencies, individuals, and staff.

California experience is a definite plus although all highly qualified candidates on a national level will be given full consideration.

## Compensation and Benefits

The annual salary range for the Director of Child Support Services is from \$170,903 to \$315,558. **Placement within the stated range will be based upon the selected candidate's experience and salary history.** In addition to a competitive salary, the County offers an excellent benefits package including:

- **Car Allowance:** \$550 per month or use of a County vehicle.
- **Medical/Dental Insurance:** A flex benefit is provided in the amount of \$823 monthly. Vision coverage is provided through Vision Service Plan at no cost to employee or eligible dependents.
- **Post-Retirement Medical Contribution:** \$256 per month is available for retirees' health insurance through the County.

- **Retirement:** PERS 2% at 62.
- **Deferred Compensation:** Two voluntary deferred compensation 457(b) plans are available.
- **Supplemental Retirement:** County contribution of \$50 per pay period towards 401(a) plan.
- **Annual Leave and Bereavement Leave**
- **Holidays:** 12 paid holidays per year.
- **Bereavement Leave**
- **Long-Term Disability and Life Insurance**

## To Be Considered

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. This position is open until filled; however, **candidates are encouraged to apply early in the process for optimal consideration.** Resumes will be reviewed and evaluated throughout the recruitment process.

To be considered, candidates must submit a compelling cover letter, comprehensive resume, salary history, and six (6) professional references via email to [apply@ralphandersen.com](mailto:apply@ralphandersen.com). **An electronic version of all submittals is strongly encouraged.**

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. The evaluation and selection process may consist of a supplemental questionnaire and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Employment history, degrees obtained, and other certifications/accomplishments will also be verified. Should you have any questions regarding this position or the recruitment process, please call Mr. Robert Burg at (916) 630-4900. Confidential inquiries are welcomed.

*The County of Riverside is an Equal*

