

Job Class Profile: **Support Enforcement Officer**

Pay Level: **CG-29** **Point Band:** **622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	2	3	3	4	4	2	2	
Points	233	83	13	14	90	87	83	43	21	667

JOB SUMMARY

The Support Enforcement Officer facilitates the enforcement of all court ordered child and spousal support orders and agreements registered with the Director of Support Enforcement by ensuring that all amounts ordered under a support order/agreement are made on time in accordance with the terms set out in the support order. Where the terms are not met, must carry out all enforcement available under the Support Orders Enforcement Act 2006 to ensure compliance.

Key and Periodic Activities

- Reviews cases in default and initiates searches on payors through multiple information sources such as telephone contacts, federal databases, motor vehicle registration, credit companies etc. to obtain information on payor's location and financial status.
- Initiates collection actions through careful analysis of available information gathered via asset, personal, and financial information searches related to debtors in accordance with the provision of the Support Orders Enforcement Act 2006 and Agency policy. Registers debtors with credit bureaus, and prepares and distributes the following:
 - Notice of Garnishments to employers and banking institutions
 - Notices of Federal Interception to the Family Orders and Agreements Enforcement Assistance Unit in Ottawa
 - Federal License revocation notices under the Family Orders and Agreements Enforcement Assistance Act
 - Big Game License denial to Wildlife Division
 - Driver's license suspensions to Motor Vehicle Registration Division
 - Documentation and applications necessary to collapse Registered Retired Pension Plans and other pension assets.
- Answers client queries and advises of legal rights pursuant to the Support Orders Enforcement Act 2006 and the Interjurisdictional Support Orders Act. Responds to requests for callback or information via the web portal.
- Liaises with officials from the Department of Justice and other departments and agencies, as well as members of the House of Assembly, to provide guidance on related policies and procedures.
- Initiates outbound case related calls to payors/payees, other departments and agencies, lawyers, employers etc related to ongoing enforcement case files.
- Initiates and prepares documents for court proceedings. Sends prepared documents to the Court

Key and Periodic Activities

- to schedule a date for court proceedings, appears in Court for Default Hearings and Originating Application Hearings, arranges for service documents on payors and employers in non-compliance, ensures court documents are served, files contempt applications, prepares and files applications necessary to prove joint and several liability of Corporations, and prepares and files Default Summons and affidavits to prove willful default.
- Performs functions as Designated Authority of the Interjurisdictional Support Orders Act and Central Authority within the Hague Convention in relation to the establishment, registration, and enforcement of court orders.
- Conducts searches of payor's assets or property for seizure and sale, provides description of assets to the Sheriff's Office, and prepares documents and follows procedures for the seizure and sale of assets/property to ensure clear title and to notify related creditors.
- Performs accounting adjustments where required such as adjustments to records for changes in support terms, changes in eligibility of dependents, payor's employment, and adjustments to reconcile accounting statements between reciprocating jurisdictions.
- Reviews court orders inputted by Registration Clerks for accuracy and completeness.

SKILL

Knowledge

General and Specific Knowledge:

- In-depth working knowledge of complex legislation including the Support Orders Enforcement Act 2006, Divorce Act, Family Law Act, Family Orders and Agreements Enforcement Assistance Act, Bankruptcy and Insolvency Act, Judgement Enforcement Act, etc as well as legal processes and terminology.
- As legislation, policies, and procedures are constantly evolving and changing, this position requires constant professional development and training to remain current.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in business administration or commerce.

Years of Experience:

- Minimum: 2-3 years experience in the field of collections and account administration.

Competencies:

- Knowledge of legal processes and terminology.
- Strong analytical and written/oral communication skills.
- Mathematical aptitude.
- Proficiency in computer software applications.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine and complex information to others, providing expert advice or counselling to others, communicate complex information and direction to others, gaining the cooperation of others to complete work or to address issues and solve problems, dealing with upset or angry people, and resolving disputes between people.

- Communications occur with employees in the immediate work area, department and government as well as with supervisor/manager, other municipal/federal/provincial representatives, clients/general public, executive, professional associations and professional advisors/lawyers/subject matter experts.
- The most significant and frequent contacts are with: (1) Support Clients related to the administration and enforcement of their case, (2) other government departments and outside agencies, employers, etc. for the purpose of enforcement of files, (3) lawyers and court staff in direct relation to court proceedings necessary to enforce a support order.
- Example of most important interpersonal skill: Deals with upset and angry people over the phone and in person which requires a keen ability to listen, diffuse the aggression, and offer solutions; requires explanation of processes and procedures related to complex pieces of legislation and court proceedings to clients and stakeholders in a highly charged and emotional environment, such as child support enforcement; and the ability to ask various types of investigative questions that will lead to opportunities to enforce upon assets of a payor.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is an occasional requirement to lift objects less than 10 lbs. (office supplies).
- Sitting and fine finger precision work when using a computer.

Concentration

- **Visual concentration** is required during extended periods of time using a computer screen, reviewing correspondence, entering data and ensuring accuracy of adjustments to files.
- **Auditory demands** are required when speaking with clients to ensure a correct response to their questions. Handles significant call volumes related to their client base of 700+ cases.
- **Exact results and precision and higher than normal levels of attentiveness** are required in all facets of work performed as failure to achieve exact results could result in significant financial impact to a family.
- **Repetition requiring alertness** occurs when constantly updating case files on the support enforcement case management system.
- **Timelines** must be met with regards to the constant review of files as they go in and out of compliance, reacting to changes in court orders which require staying up to date with work list standards that set adequate response times. **Interruptions** occur on hourly basis with the extreme volume of client calls and corresponding business standard for response. Urgent matters must be addressed as soon as they are received.
- Do not always have **control over their work pace** as a result of urgent issues arising that must be addressed immediately and includes such issues as speaking with lawyers on the sale of a payor's property and matters of seizure and sale of assets. Telephone calls from clients can impact the amount of enforcement and investigative work that can be completed.

Complexity

- Work tasks are different but related allowing the use of similar skills and knowledge and defined and standard work processes.

- Challenges/problems have obvious solutions and can be addressed by following procedures and guidelines, or may also require that practical solutions be found.
- Example of typical challenges/problems:
 - Legislation in Family Law and in the enforcement of support orders is very complex especially when it involves other provinces, territories and countries. Enforcement Officers are expected to navigate through these complexities to provide guidance to clients on a more basic level.
- When addressing typical challenges or problems may refer to the policy and procedures manual and various legislation including Support Orders Enforcement Act 2006, Divorce Act, Family Law Act, Family Orders and Agreements Enforcement Assistance Act, Bankruptcy and Insolvency Act, and the Judgement Enforcement Act.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled. Works independently making daily decisions to enforce a file based on policies and legislation. The ability to make the correct decisions is paramount.
- Decisions regarding the appropriate enforcement action to take are left to the discretion of the Officer provided it is within the guidelines of the governing legislation.
- Supervisory approval must be obtained when processing a refund to a support payor when they are over-garnished, when withdrawing enforcement of a case file, or when proceeding with certain court proceedings outside normal circumstances.
- Discretion is exercised within predetermined limits and procedures when assessing changes in the support payors current ability to pay and deciding upon an appropriate repayment plan. Minimum standards are set by enforcement policy. Discretion is used to apply guidelines to make decisions when determining if a child is still eligible for support based on different factors such as if the child is in care of Child Youth and Family Services or has moved away from the family home.
- A high level of discretion must be used in the seizure and sale of assets. The file must be reviewed thoroughly to make a decision if it would be feasible to seize an asset to sell for arrears of child support. Must determine what is owed on the asset, if there are any liens on the asset, and what the net amount towards arrears would be once all expenses related to the seizure are taken into account.

Impact

- Generally has impact on within the department and organization, outside the organization, and clients/general public. Work results are most directly felt on the clients based on the financial and emotional impact of the work performed. Results may also affect reciprocating jurisdictions that are relying upon the department for the enforcement of their files.
- Errors may have an extreme impact on the immediate work area, clients and information, and a moderate impact on the department, organization, finances and corporate image.
- Mistakes or errors would be felt most significantly by the client. If an incorrect adjustment on an account is made it could delay a support payment from being released to the payee. If a mistake is made communicating with payors or payees it could impact the avenue they will

take to rectify a situation pertaining to support and therefore impact their financial situation. Accounting errors could impact finances for the payee and the Department.

- When collapsing a payor's pension for payment on arrears, must ensure the file is thoroughly reviewed and all options considered before doing this as it would greatly impact the payor's life up to and following retirement.
- Work tasks are moderately prescribed or controlled through adherence to legislation and policy.
- Identification and resolution of errors normally occurs within hours of problem identification.

Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide on the job advice/guidance and direction, and to check the work of other colleagues.
- Provides on the job mentoring, advice, and guidance to new employees. Most Officers partner with a new employee until they are able to work independently which may be up to one year. Also responsible for reviewing the inputting of orders and calculations of the Registration Clerks to ensure accuracy.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for safety precautions or equipment.
- There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability
- Typically works in an open office environment and can be exposed to computer glare.