

**POSITION DESCRIPTION  
COUNTY OF LAPORTE, INDIANA**

**POSITION:** IV-D Intake Coordinator  
**DEPARTMENT:** Prosecutor  
**WORK SCHEDULE:** 8:00 a.m. – 4:00 p.m., M-F  
**JOB CATEGORY:** COMOT IV (Computer, Office Machine Operation, Technician)

**DATE WRITTEN:** March 2006  
**DATE REVISED:** November 2008

**STATUS:** Full-time  
**FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The County of LaPorte provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as IV-D Intake Coordinator for the LaPorte County Prosecutor's Office, responsible for interviewing custodial and non-custodial parents regarding child support orders and maintaining related documentation.

**DUTIES:**

Reviews case with custodial parent (or non-custodial parent) and obtains detailed information to assist in the establishment of a child support order.

Separates referrals to the Division of Family and Children (DFC) and completes a research of ISETS (Indiana Support Enforcement Tracking System) and ISETS (Indiana Client Eligibility System). Research consists of checking for case duplication, possible new openings and splitting cases as needed. Opens all new referred cases by typing file and work sheet label, initiating log sheet, placing in appropriate color coded file, listing participants on Index and distributes to Caseworker/Administrative Assistant.

Prepares outgoing mail with proper postage for mailing each evening.

Greets custodial parent, non-custodial parent, and attorneys.

Answers telephone and directs calls to appropriate Caseworker/Administrative Assistant or to the appropriate agencies.

Schedules appointments, prepares, and mails application with appointment letters.

Distributes reports from Division of Family and Children and any other reports to appropriate Caseworker/Administrative Assistant as directed. This includes reports from ISETS (Indiana Support Enforcement Tracking System).

Opens all new cases and incoming UIFSA cases by opening physical file and entering all appropriate information on ISETS system.

Daily opening of mail. All mail is to be date stamped. Distributes mail to Caseworker/Administrative Assistant after review.

Maintain confidentiality about cases, tax information, etc.

Make necessary corrections to ensure data reliability.

Completes error reports from Division of Family and Children that does not interface with ISETS.

Checks each caseworkers work lists for new TANF and MANG cases on the 1<sup>st</sup> of each month and sets up files.

Performs related duties as assigned.

### **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Thorough knowledge of standard IV-D program legal office procedures and practices, standard IV-D legal terminology, and ISETS system.

Working knowledge of standard office procedures and computer software programs used by the Prosecutor's Office, with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard English grammar, spelling, and punctuation and ability to prepare detailed written reports and maintain complete and accurate case files.

Ability to properly operate standard office equipment, such as computer, printer, typewriter, copier, fax machine, calculator, and telephone.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to meet all department hiring and retention requirements, and ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to effectively communicate orally and in writing with co-workers, other County departments, DFC, local health departments, attorneys, clients, other government agencies, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to work alone with minimum supervision and with others in a team environment, often amidst frequent distractions and interruptions and under time pressure from formal schedules and deadlines.

Ability to occasionally travel out of town for training, meetings, and conferences, sometimes overnight.

**II. RESPONSIBILITY:**

Incumbent performs a wide variety of duties related to the intake procedures for IV-D cases. Incumbent's assignments are guided by definite objectives, referring to supervisor for unusual situations. Errors in incumbent's work are readily detected through supervisory review and notification from other agencies, with undetected errors causing inconvenience to other agencies and loss of time for correction.

Although the position is under the direct supervision of the Deputy Prosecuting Attorneys in the Child Support Division and is subject to many federal and state statues and regulations, the incumbent is given broad discretion on a day to day and case by case basis in light of the large caseload and part-time nature of the Deputy Prosecuting Attorneys' employment

**III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with general public, superiors, other office staff, representatives of the Courts, and other governmental agencies for a wide variety of purposes, including relaying information regarding case particulars within the department. As a public servant, must maintain a professional, yet courteous demeanor. Greets visitors and directs them to appropriate parties responsible for the particular case load.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting/standing/walking for long periods, sitting/walking at will, lifting/carrying objects weighing under 25 pounds, keyboarding, speaking clearly, and hearing sounds/communication. Incumbent maintains considerable contact with the public and may be exposed to hostile/argumentative individuals. Incumbent occasionally travels out of town for training, meetings, and conferences, sometimes overnight.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of IV-D Intake Coordinator for the LaPorte County Prosecutor's Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

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Print or Type Name