

Child Support Liaison (W-2) - Milwaukee, WI

JOB CODE: WW001

Schedule: Full Time

Work Status: Regular Hourly

Salary: \$17.21 to \$21.00, based on experience

Location: 2701 Chase Avenue, Milwaukee, WI 53207

We Invite You to Join UMOS' Diverse & Dedicated Team

Earn up to \$3,000 in incentive pay during your first year of employment!

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

Benefits

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options are to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Want to join an exceptional team that is committed to making a difference in the community we serve? Come join our team!

The W-2 Child Support Liaison will act as the primary liaison between UMOS and the Milwaukee County Child Support Services office (also known as the Child Support Agency/CSA). The Child Support Liaison will work to identify and connect eligible noncustodial parents with Wisconsin Works (W-2), Transitional Jobs (TJ), and the Trial Employment Match Program (TEMP), Foodshare Employment and Training (FSET), Vocational Rehabilitation, Veterans Employment Program, Workforce Innovation and Opportunity Act (WIOA) programs, as well as other services that may benefit the noncustodial parent.

Primary Responsibilities:

- 1) Create relationships with Milwaukee Child Support Services office as well as other community-based organizations that provide services to assist non-custodial parents in obtaining and maintaining employment.
 - Ensure ongoing communication and cooperation between the UMOS and the Child Support Agency (CSA).
 - Identify, communicate, and collaborate with community-based nonprofits that provide services geared toward the specific challenges faced by this population, including responsible fatherhood programs, social service agencies, and mental health providers.
 - Conduct regular meetings among partners to discuss referrals and engagement and challenges faced with locating and engaging noncustodial parents of WIOA, FSET, and TJ programs.
- 2) Connect low-income noncustodial parents to employment services.
 - Evaluate noncustodial parents' job readiness, education and training needs, possible barriers, and employment support needs in order to make the best possible connection to programs and services.
 - Refer noncustodial parents to W-2 employment, case management, and retention services, subsidized employment, on-the-job training, or other training opportunities offered through other workforce development programs including TJ, the WIOA, and FSET.
 - Assist with finding services that will improve education levels including GED tutoring, assistance with GED testing fees, and other tuition assistance.
- 3) Connect low-income noncustodial parents to other services that will support them in obtaining employment and paying child support.
 - Identify and connect noncustodial parents to programs that consider the specific challenges faced by this population, e.g., help with criminal record expungement, employment services for individuals with criminal records, etc.
 - Promote the use of Job Access Loans to assist with buying work supports such as boots or uniforms or reinstating driver's licenses.
 - Identify other services to help with and help reinstating or obtaining driver's licenses.
 - Identify local providers of substance use and mental health, domestic violence, financial literacy, and health and wellness services.
 - Connect individuals to medical assistance and Foodshare and assist with applications via online ACCESS.
 - Identify local providers focused on assisting individuals with locating affordable housing and transportation.

Qualifications:

- 1) Minimum of a High School Diploma (or equivalent) supplemented by two years of post-secondary education, in a relevant field.
Note: Additional years of work experience in a relevant field can be substituted for one year of education.
- 2) Minimum two years of work experience in one or a combination of the following: case management; human/social services-related customer service, counseling, or workforce development. *Note: Additional years of post-secondary education in a relevant field can be substituted for one year of experience.*
- 3) Must possess strong written and oral communication skills and the ability to meet project performance goals.
- 4) Professional ability to aid to participants in making and carrying out vocational/educational objectives and ability to navigate complex service delivery systems.
- 5) Ability to work in a demanding, fast-paced environment and respond to customer needs with respect and diplomacy.
- 6) Ability to recognize barriers to activity participation and/or employment, such as AODA, domestic abuse, physical and mental health issues.
- 7) Ability and experience in maintaining and utilizing participant's confidential information to assist them in accessing necessary services to address barriers.
- 8) Ability to conduct individual sessions in motivation, employment techniques, education, vocational counseling and basic budgeting and personal finance.
- 9) Bilingual in Spanish and English, preferred.
- 10) Demonstrated working knowledge of and experience using computer programs such as Microsoft Office Suite (version 2016 or higher, Office 365), including Word, Excel, Outlook, etc., and experience with database systems; able to enter data quickly with high level of accuracy into electronic data systems within required timeframes.
- 11) Must have a car, valid driver's license and adequate car insurance and be able to travel, make home visits, and work irregular hours.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.