



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit System)

Posting # AOC1005N19

SOCIAL SERVICE SPECIALIST II

Opening Date: October 18, 2019

Closing Date: Open Until Filled

Salary: \$28,149 - \$35,186 per year (Minimum - Midpoint) Pay Grade 8*

Recruiting For: **Administrative Office of the Courts**
Office of State Court Collections Enforcement (OSCCE)
Filing & Payment Center

Location: New Castle County & Wilmington
(Please check these locations on your application.)

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: This employee is involved in collections work, ensuring that offenders comply with payment of court-ordered assessments such as victim's compensation, restitution, fines, court costs, and fees. Work consists of interaction with offenders, judicial officers, probation and parole officers, and other state, federal, and/or financial agencies to locate offenders, obtain updated personal and financial data, assess ability to pay, develop payment plans, and enter data into an automated case management system. In addition, this employee accepts payments, posts payments to accounts, and makes deposits to financial institutions. This employee also contacts/counsels offenders who are delinquent in complying with their payment plans, identifies, and refers offenders chronically delinquent for appropriate sanctions, including appearing at contempt hearings. This position is located in New Castle County, but statewide travel may be required to provide coverage in other offices.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Resumes may not be substituted for the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified."

1. Experience in health or human services support, which includes interviewing clients in person and over the phone, assessing personal, health, social, or financial needs in

accordance with program requirements; may coordinate with community resources to obtain client services.

2. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire, and report on data.
3. Experience in recordkeeping, which includes maintaining records, logs, and filing systems.
4. Experience in applying laws, rules, regulations, standards, policies, and procedures.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Must pass an annual tuberculosis test to access Department of Correction facility. (OSCCE only)
- Valid State issued ID or Driver’s License.
- Must be able to lift 40 lb. box of paper.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the web-site at <http://ben.omb.delaware.gov/programs/index.shtml>.

Submitting Your Application: Visit the website at www.courts.delaware.gov. Click on “apply” next to the job posting and print, or complete and print, the Judicial Branch Non-Merit Employment Application in either WORD or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (Preferred method)
2. Mail your application to:
 - Administrative Office of the Courts
 - The Renaissance Centre
 - 405 N. King Street, Suite 507
 - Wilmington, DE 19801
3. Fax your application to: (302) 255-2482, Attention: Human Resources

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The Delaware Judiciary - An Equal Opportunity and Affirmative Action Employer

(65422/2008 Posting)

General Statement of Benefits



Administrative Office of the Courts

The Delaware Judiciary is one of the three branches of State government, and as such, its full-time employees enjoy all of the fringe benefits (and more) offered by the State of Delaware, which are summarized here. **For more detailed information on any of the benefit plans, please visit the website of the State Benefits Office (SBO) at <https://dhr.delaware.gov/benefits/agencies/index.shtml>.** Please note that these benefits are subject to change and eligibility is subject to the rules as outlined in each of the plan documents.

Parking: Parking is provided to full-time Judicial Branch employees, including those who work in the City of Wilmington.

Health Insurance: The State will pick up part of the cost of coverage starting on the first of the month following three full months of service. Employees also have the opportunity to enroll in coverage earlier by paying the full cost. Available options include two plans from Highmark Delaware - the First State Basic Plan and the Comprehensive PPO Plan; and two plans from Aetna - the HMO Plan and the CDH Gold Plan. Costs range from \$27.84 for a basic PPO individual plan to \$105.18 for a comprehensive PPO family plan. Rates and plan comparisons are available on the SBO website at <https://dhr.delaware.gov/benefits/agencies/health-plans.shtml>. Additional benefits included with your health plan enrollment include prescription coverage through Express Scripts, health management through DelaWell, an employee assistance program managed by Health Advocate, Surgery Plus, and the Livongo Diabetes Monitoring Program.

Dental Insurance: Options include Delta Dental and Dominion National at costs ranging from \$25.62 for an individual HMO plan to \$125.84 per month for a Family PPO plan.

Vision Insurance: A vision care plan is available through EyeMed at a cost ranging from \$6.46 for an individual to \$16.78 for family coverage.

Life Insurance: Portable life insurance may be purchased at group rates through Securian Financial. You may enroll in your first 90 days of employment with no medical questions.

Short- and Long-term Disability: New employees are automatically enrolled in the short- and long-term disability plans administered by The Hartford.

Pension: Membership in the State Employees' Pension Program is mandatory. Employees contribute 5% of earnings, excluding the first \$6,000 of wages each calendar year. Eligibility rules for this defined benefit program may be found on the website of the State Pension Office - https://open.omb.delaware.gov/pensionPlans/StateEmp/sep_menu.shtml.

Deferred Compensation: Optional tax-deferred account (457-b) available through VOYA Financial.

Paid Leave: Ten paid holidays per year (eleven during election years) plus two floating holidays; 9.50 hours of sick leave per completed month of service, and 13.25 hours of annual leave (vacation) per completed month.

Supplemental Benefits: Direct deposit, AFLAC supplemental insurance, flexible spending accounts, paid parental leave (after one year of service), and pre-tax commuter benefits are available.

Please contact the AOC Human Resources Office at (302) 255-2523 or (302) 255-0096 with any questions.