



IDENTIFICATION

Department	Position Title	
Justice	Maintenance Enforcement Officer	
Position Number	Community	Division/Region
82-6703	Yellowknife	Legal Division/ Headquarters

PURPOSE OF THE POSITION

Through case management the Maintenance Enforcement Officer (MEO) monitors and enforces child and spousal support obligations. All work conducted by the MEOs strives to ensure that parents recognize and fulfill their support obligations. Maintenance Enforcement Officers are responsible for the ongoing case management and administration of the Maintenance Enforcement Program and its investigative, enforcement and collection activities.

SCOPE

The MEO position reports directly to the Manager, NWT Maintenance Enforcement. They are delegated their statutory authority to enforce court orders and agreements by the Administrator, through the Maintenance Orders Enforcement Act.

Enforcement action is prescribed by Territorial and Federal legislation as well as established policies and procedures. It is conducted on a case-by-case basis following extensive research and analysis of the particulars of each case. MEOs exercise considerable discretion in determining investigation and enforcement proceedings. MEOs are required to maintain an appointment as a Notary Public to take oaths and affirmations from clients and other staff members.

MEOs deal extensively with the public at large, other GNWT departments, employers, court staff, lawyers and representatives of maintenance enforcement programs in other jurisdictions (nationally and internationally). From time-to-time MEOs are also required to provide information to legal counsel and even participate in the court process.



Each MEO is assigned a caseload of approximately 300 files, which have a potential life expectancy of 20+ years. Files are administered through a case management process of which financial accuracy is a crucial component. Annually, over \$5 million dollars is collected and processed through the Maintenance Enforcement Trust Account. Currently the files registered with the Program have approximately \$15 million in outstanding arrears.

MEOs are expected to act as promotion and public relations officers for the program. There are expectations from public with diverse needs, and program responsibilities (legislative requirements) that require constant attention to detail and prompt action while maintaining professionalism at all times. Clients are often in dire need, under stress due to their personal and financial situations, and may not understand the court system, legislation or MEP policies/procedures.

RESPONSIBILITIES

1. Responsible for the statutory enforcement of court orders and agreements, by:

- Monitoring payments to assigned cases to ensure ongoing compliance.
- Assessing cases and makes decisions to determine the appropriate course of action.
- Conducting searches for absent parents, assets and income sources.
- Initiating enforcement actions.
- Preparing of legal documents, ensuring that documents are properly served, filing necessary documentation with courts.
- Serving legal documents to employers, banks and other agencies.
- Establishing and maintaining regular contact with clients and other collateral contacts as necessary to enforce support obligations.
- Auditing work undertaken on files and evaluates the results to determine possible subsequent courses of action.
- Collecting and auditing employer payroll records to ensure compliance with wage attachments.
- Assisting legal counsel in preparing cases for court proceedings.
- Travelling as needed to communities around the Northwest Territories.

2. Responsible for financial and accounting services, through:

- Analyzing/Auditing complex situations including legal, personal and financial.
- Preparing financial reports.
- Conducting regular reconciliations and review of payment records.
- Reviewing daily receipts journal to ensure funds have been receipted and posted correctly.
- Reporting unusual cases to the Manager for review.



3. Responsible for conducting payment and assessment negotiations, by:

- Interviewing payors to assess their financial/personal situation and ability to pay toward the arrears, while not compromising the court ordered obligation.
- Motivating clients to pay support obligations through a negotiated payment plan.
- Determining the ongoing enforceability of files.
- Reviewing documents collected from clients and agencies to determine the residency and status of a client to determine MEP's ability to enforce.

4. Performing administrative services related to case files, and general client service, such as:

- Preparing written correspondence.
- Opening files including: direct contact with new clients to provide program information and sending out opening letters to clients and establishing file.
- Initiating legal action.
- Preparing legal documents.
- Meeting with legal counsel to prepare for court actions.
- Making recommendations to the Manager on matters such as program delivery and policies/procedures.
- Entering information into an electronic database system.
- Documenting actions taken on cases, which may include conversations and written correspondence.
- Reviewing documents for quality and accuracy.
- Explaining Maintenance Enforcement policies and procedures to members of the legal profession, government personnel and the public.
- Identifying and referring unusual, complex or potentially political or violent situations to the Manager.
- Retrieves/delivers documents between MEP office and other areas in the downtown core.
- Participates in processing payments and front-facing client services as needed.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental conditions.



Sensory Demands

No unusual sensory demands

Mental Demands

Clients often express their frustration at MEP staff. Verbal and physical threats can occur. Stakeholders, including payors, recipients and their families may be known to the job holder; and clients may approach MEP staff in public settings and outside working hours.

The job holder will be required to travel to various NWT communities approximately once per year, for approximately 4 days per occurrence.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to provide customer service, including ability to work with clients experiencing stress.
- Written and verbal communications skills,
- Interpersonal skills, including the ability to establish and maintain working relationships with coworkers, clients, the courts, legal counsel and the general public
- Skills in mediation, advising, interviewing, obtaining sensitive information, and negotiating settlements
- Ability to influence and motivate actions of others, to inspire change and modify behaviour
- Ability to think critically, analyze situations from multiple viewpoints and research matters to define key issues and make appropriate decisions
- Ability to read, understand, and practically apply legislation according to established policies and procedures
- Knowledge of court documents and processes
- Knowledge of court procedures, documents, legal terminology and methods of progressive collections/enforcement
- Knowledge of accounting principles, ability to interpret and understand financial data and to understand the terms of an order and repayment of child support arrears
- Ability to work effectively and in a timely manner when faced with a high volume of work, multiple deadlines and frequent interruptions, while achieving caseload requirements
- Understanding of computer programs such as word processing, spreadsheets and database systems
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

Diploma in public administration, business administration, social work or other human services field along with two (2) years of relevant experience which includes working in a legal environment or financial collections.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
- Preferred