TN Department of Human Services

DHS Program Specialist

Child Support Field Operations

Job Location:

Davidson County (REMOTE)

Job Application:

To apply for this position, visit our **Apply Here** web page in a new tab by **November 30, 2026**.

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Child Support Program. The DHS Program Specialist is responsible for human services program evaluation and consultative work of average to considerable difficulty; performs related work as required. The Child Support Program offers a variety of services that support children and families. Services include locating absent parent(s) for the purposes of obtaining support or establishing paternity; establishment and enforcement of child support orders and/or medical support orders; collection and distribution of child support payments, etc. The DHS Program Specialist duties will include intergovernmental responding case intake, communicating with other child support programs, and acting as a liaison for local child support offices.

Responsibilities:

- Assess incoming responding packets for completeness and contact the initiating agency to request additional or updated documents.
- Conduct locates for the respondent and forward the packet to the appropriate judicial district.
- Answers questions to provide assistance and direction regarding policies, procedures, and agency information.
- Process incoming Limited-Service Requests in accordance with policy and procedure.
- Research customer inquiries and take the appropriate steps to reach a resolution.
- Document all communications with internal and external partners.
- Develop cooperative working relationships with internal and external staff.
- Participate in meetings to discuss accuracy and streamlining processes.
- Monitors reports and databases to ensure deadlines and policies are met.
- Organizes, plans, and prioritizes work in a timely manner to accomplish assigned tasks.

Qualifications:

- Bachelor's degree and five years of full-time professional experience in one or a combination of the following: social services, human services, education, accounting, auditing, Program policy development, federal program contract management, case management, eligibility determination, and/or social services grant coordination.
- Substitution of Graduate Education for Experience: Graduate course work in any social services field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.
- Substitution of Experience for Education: Additional full-time professional experience in a field as listed above may substitute for the required education on a year-for-year basis to a maximum of four years.

OR

- Experience equivalent to three years in human services work as a state employee or as a individual under contract with the State of Tennessee.

Target Range:

The target range for the DHS Program Specialist position is **$44,004 – $54,936**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our DHS Employee Benefits Brochure in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

- High Performance
- Collaboration
- Continuous Improvement
- A shared Vision
- Customer-Centered Solutions