

SENIOR INVESTIGATOR

(Social Services)

DISTINGUISHING FEATURES OF THE CLASS: This work involves overseeing and participating in investigations including those to determine the financial status of individuals. An incumbent assigned to the Support Collection Unit is involved with overseeing and participating in locating individuals, assessing the possibility of obtaining reimbursement of funds and securing support payment agreements. An incumbent assigned to the Fraud/Legal Unit of the agency is involved in overseeing and participating in investigations where it is suspected or alleged that improper amounts of payment may occur. When assigned to the Support Collection Unit the work is performed under the general supervision of the Coordinator of Child Support Enforcement. When assigned to the Fraud/Legal of the agency, the work is performed under the general supervision of a higher level investigator. Considerable leeway is permitted in the exercise of initiative and judgement. Supervision may be exercised over the work of one or more investigators. A Senior Investigator does related work as required.

TYPICAL WORK ACTIVITIES:

- Oversees and participates in the interviewing of welfare recipients, applicants, their relatives, neighbors, and others in an effort to obtain support or gather information concerning violations of Social Service Laws;
- Interviews mothers in an effort to determine the feasibility of pursuing court action to establish paternity;
- Oversees and participates in obtaining agreements for child support payments for responsible parent;
- Oversees and participates in the monitoring of support payments and the follow up on delinquent accounts;
- Refers uncollectable accounts for appropriate legal action;
- When assigned to the Support Collection Unit refers cases of suspected fraud to the Fraud/Legal Unit for further investigation;
- Investigates complaints charging fraud in welfare cases;
- Secures evidence and affidavits required by the District Attorney for indictment and prosecution of fraud, support and desertion cases;
- Assists the Social Services Attorney in preparing cases for hearings;
- Prepares reports for cases describing steps to be taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;
- Reviews the work of Investigators and assists in their training;
- May appear at legal hearings for purposes of providing testimony.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of investigative techniques used in determining the location and financial status of individuals; working knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret Social Service and related laws and regulations concerning support, desertion and fraud; ability to analyze facts and use them in making judgements in support a fraud cases; ability to be courteous yet firm with the public; ability to plan and supervise the work of others; ability to prepares written material; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

PROMOTION: One year of satisfactory competitive service as an Investigator.

OPEN COMPETITIVE:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Criminal Justice; OR
- B. Graduation from a regionally accredited or New York State college with an Associate's degree in Criminal Justice and two (2) years of interviewing or investigating experience; OR
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of interviewing or investigating experience; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B and C. above.

SPECIAL REQUIREMENT: Possession of an appropriate New York State motor vehicle operator's license at time of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 9/8/81

Qualifications derived from Regulations of the Department of Social Services, effective August 31, 1976.