

SENIOR INVESTIGATOR (Social Services)

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for supervising and coordinating fraud investigation functions in the Social Services Department. Supervision may be exercised over subordinate staff. The work is performed under general direction with wide leeway allowed for developing and implementing investigative procedures for the agency. A Senior Investigator (Social Services) does related work as required.

TYPICAL WORK ACTIVITIES:

- Establishes and implements procedures for conducting investigations in the local district.
- Reviews overpayment cases for possible fraud.
- Assigns work to investigative staff and reviews cases upon completion for thoroughness of investigation, accuracy, and completeness of evidence and documentation.
- Supervises and evaluates the performance of employees in the department's legal unit.
- Provides training and guidance for investigators.
- Establishes and maintains effective working relationship with the Court, Probation Department, District Attorney's Office, local law enforcement agencies and other agencies and industries that may be useful in the conduct of investigations.
- Oversees the maintenance of case files.
- Prepares reports and maintains records of investigations and unit activities as mandated by law and regulation.
- Works closely with attorneys in resolution of case or preparation of cases for court hearings.
- May testify or serve as the department's representative in administrative or judicial proceedings regarding investigations and fair hearings.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and local laws, rules and regulations as they apply to social services and welfare fraud investigations; good knowledge of interviewing techniques; good knowledge of current state and local social services forms, procedures, policies, and eligibility guidelines; ability to read and understand all current local and state social services forms, procedures and policies and to apply them to fraud investigations; ability to plan, lead, organize and participate in investigations; ability to analyze findings of investigations and to make appropriate recommendations and decisions; ability to obtain, develop and pursue leads in investigations; ability to detect discrepancies in statements or other evidence gathered; ability to prepare clear and accurate oral and written reports; ability to understand and carry out complex directions; ability to work and maintain cooperative relations with others; ability to deal with the public in a professional and lawful manner; ability to analyze findings and recommendations; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

Promotion:

- A) Two (2) years of permanent competitive class status in either the title of Senior Social Services Examiner or Supervising Support Officer;

OR

- B) Three (3) years of permanent competitive class status in either the title of Social Services Examiner or Support Officer.

Open-Competitive

- A) Four (4) years of professional level work experience, or its part-time equivalent, in field investigative, one (1) year of which must have been public assistance or welfare fraud-related field investigative work for a social services agency. Field investigation work must have involved face-to-face contacts with persons in the field for the purpose of verifying or authenticating information or complaints and discovering additional sources of information to be investigated in order to establish or disprove allegations. Conducting structured interviews, telephone checks, collection work or simple on-site observations will not be considered as field investigative work. Such experience may have been obtained through insurance adjuster experience, police investigations, locating missing persons, performing security checks on individuals in the field, private detective experience, welfare fraud investigations, etc.

NOTE: An Associate's Degree or sixty (60) semester credit hours in a police science or criminal justice program from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees may be substituted for two (2) years of the field investigative work experience

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 3/31/10