

SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves research and field investigation in cases where there is allegation or suspicion of improper amounts of payments and attempted or actual welfare fraud. Incumbents are responsible for gathering evidence and documentation, including individuals' statements, to develop legally acceptable cases. The work involves attempts to persuade defaulters to make payment and negotiating or renegotiating agreements according to changing personal and financial situation. The work is performed under general direction with considerable discretion permitted in carrying out the details of the work. A Social Services Investigator does related work as required.

TYPICAL WORK ACTIVITIES:

- Investigates complaints or leads indicating fraud in welfare cases;
- Studies public assistance laws and rules and obtains information to determine type of fraud involved and discusses the possibility of placing criminal charges with prosecutors or legal representatives;
- Interviews clients, their relatives, and others and initiates proper procedures to gather information concerning violation of social services laws;
- Makes field visits to question recipients' neighbors, acquaintances, employers, and others to secure information for the possible prosecution of fraud cases;
- Secures evidence and affidavits required for indictment and/or prosecution of fraud cases;
- Prepares reports for each case describing steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;
- Answers correspondence and inquiries concerning fraud matters from other government agencies, beneficiaries, and respondents;
- Assists attorneys in preparing cases for court or hearings and attends court or hearings when necessary.

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

Working knowledge of investigative techniques used in determining financial practices and status of vendors and individuals and in locating persons; working knowledge of office terminology and modern methods used in keeping and checking financial records and reports; working knowledge of applicable federal and state social service laws and regulations; ability to be courteous yet firm with the public; ability to develop materials for legal actions according to prescribed regulations; ability to prepare written reports; ability to analyze facts and use them in making judgements in fraud cases; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Graduation from a regionally accredited or New York State registered college or university with at least an Associate's degree in Criminal Justice;

OR

- B) Two years of interviewing or investigating experience.

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

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 5/31/88