



## Cayuga County Department of Human Resources and Civil Service Commission

### JOB SPECIFICATION

Civil Service Title:	<b>SUPERVISING SOCIAL SERVICES INVESTIGATOR</b>
Jurisdictional Class:	Competitive
Civil Division:	Department of Social Services
Adoption: CSM	01/10/96
Revised: CSM	02/13/02; 9/13/06; 10/19/21

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

This position exists in the Department of Social Services and involves responsibility for supervising staff in the Case Integrity Unit involved in conducting investigations relating to the prevention, discovery and recoupment of fraud and overpayments in the granting of assistance by the Department as well as participating in conducting field investigations when necessary. Advice on highly technical and legal procedures is available from the District Attorney's office. The work is performed under the general direction of the Commissioner of Social Services with leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over subordinate investigative and clerical staff. The incumbent does related work as required.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Supervised the activities of subordinate investigators involved in fraud detection and overpayment recoupment activities as well as participating in conducting field investigations when necessary;

Establishes procedures for the intake and assignment of cases;

Reviews investigation files, forms and correspondence for completeness and accuracy;

Establishes and implements procedures for conducting fraud investigations;

Interprets State, Federal and Local laws and regulations regarding public assistance programs and recovery of monies;

Conducts staff meetings to communicate agency policies, procedures and discuss case problems;

Reviews cases prepared for submission to the District Attorney's Office for criminal action and cases referred for civil action for thoroughness and completeness of investigative records, actions and budget calculations for recoupment of funds;

Oversees and monitors the accounts established for repayment of funds and determines need for civil action regarding delinquent accounts;

Trains new investigators in proper work methods, procedures and guidelines;

Prepares statistical reports on unit activities;

Assists in establishing and implementing procedures for receiving and transmitting pertinent case information between the investigation unit and other units in the department;

Establishes and maintains liaison with other social, law enforcement and legal agencies to fulfill work objectives;

Interviews clients to obtain information and gather evidence concerning possible violation of welfare laws and regulation;

Supervises and coordinates the work of social services investigators in connection with the location of missing parents, investigation of possible fraud by welfare recipients, investigation of alleged misconduct by vendor or suppliers, conducts the more difficult and complex field investigations;

Supervises and participates in the investigation of possible misconduct by vendor or suppliers of service;

Investigates complaints or allegations lodged against agency personnel;

Establishes and implements procedures for field investigations, transmission of information and referral of cases;

May represent the agency in court proceedings involving fraud, misconduct or parent location;

Provides guidance and assistance to persons performing investigation activities;

Assists the District Attorney's Office on all welfare fraud prosecutions;

Secures evidence and affidavits required by the District Attorney for indictment and prosecution of welfare fraud;

Assists the Social Services Attorney in preparing cases for court hearings.

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

Thorough knowledge of Federal, State and Local laws and regulations necessary to determine the existence of claims, overgrants and/or fraudulent practices;  
Thorough knowledge of modern principles, practices and procedures of investigative proceedings and techniques;  
Good knowledge of rules and regulations involved in criminal and civil recoveries of monies;  
Ability to plan and supervise the work of others;  
Ability to obtain information through interview and observation;  
Ability to analyze information and evidence;  
Ability to interpret State and Federal directives on social services fraud and overpayment policies;  
Ability to establish and maintain good working relationships with other department staff and other social and law enforcement and legal agencies;  
Ability to prepare reports accurately and concisely;  
Ability to communicate effectively both orally and in writing;  
Ability to conduct internal investigations as well as field investigations when necessary.

**MINIMUM QUALIFICATIONS:**

**Graduation from high school or possession of equivalency diploma, PLUS EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Criminal Justice, Public Justice, or a directly related field, **PLUS** three (3) years of investigative or human services experience; **or**
- (B) Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree in Sociology, Psychology, Behavioral Science, or a directly related field, **PLUS** four (4) years of investigative or human services experience; **or**
- (C) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree in Criminal Justice, Sociology, Psychology, Behavioral Science, or a directly related field, **PLUS** six (6) years of investigative or human services experience; **or**
- (D) Eight (8) years of investigative or human services experience; **or**
- (E) An equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

**INVESTIGATIVE EXPERIENCE IS DEFINED AS:** Investigative experience shall be interpreted to mean: experience as a Police Officer including Deputy Sheriff, Military Police, State or Local Police, Federal Law Enforcement or other public or private sector experience that would have included conducting field investigations.

**HUMAN SERVICES EXPERIENCE IS DEFINED AS:** Human Services experience shall be interpreted to mean: interviewing and examining, investigating, or evaluating claims from the public for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility.

**SPECIAL REQUIREMENT:**

Certain assignments made to employees in this class will require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.