



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

JOB SPECIFICATION

Civil Service Title: **Social Services Investigator**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM 8/6/79
Revised: CSM 4/4/81, 8/6/85, 8/12/98, 9/8/99, 12/13/00, 3/15/06, 9/13/06, 2/13/13; 6/14/17

DISTINGUISHING FEATURES OF THE CLASS:

This position involves office research and field investigation on complaints of suspected violation of Social Service and Penal Law as it relates to Public Assistance programs including Safety Net, SNAP (Supplemental Nutrition Assistance Program), Medicaid and Child Day Care Services, investigating for compliance and adherence to those program's rules and regulations. They are also responsible for gathering evidence and documentation and taking of statements to prove or disprove allegations of fraud and abuse. The work involves the preparation and presentation of casework to local courts and state hearings for adjudication. The work is performed under general direction with considerable discretion permitted in carrying out the details of the work. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Investigates complaints alleging fraud and abuse in Public Assistance Programs;
Interviews witnesses, clients, suspects and support personnel to obtain written and oral statements;
Conducts field visits to question clients, neighbors, relatives, employers, acquaintances and others to secure information relative to the allegations;
Verifies information from applicants by contacting banks, schools, landlords, utilities, etc.;
Reviews all records related to reported suspicion of fraud and abuse;
Studies social services and penal law, rules and regulations relative to fraud and abuse;
Gathers and preserve evidence and prepare affidavits required by the District Attorney and/or appropriate authority for indictment and/or prosecution of fraud cases;
Prepares and maintains accurate reports for each case to chronicle each step and finding of the investigation;
Maintains cooperation and professionalism with law enforcement, governmental local and other social service agencies;
Assists in the preparation and presentation of casework for criminal court and administrative hearings;
Aids in verifying location and employment and/or resources of social service recipients and respondents for support collection;
Maintains confidentiality of all casework and computer data programs;
May serve as the agency representative at fair hearings and disqualification hearings;
Prepares correspondence related to fraud inquiries from governmental and other agencies;
Performs related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Working knowledge of the procedures practices, and techniques used in criminal investigation;
Working knowledge of interviewing practices, principles, and techniques;
Working knowledge of federal, state, and local social service laws, rules, programs, and regulations governing the issuance of social services laws, rules, programs, and regulations governing the issuance of social services financial benefits;
Ability to learn the Department of Social Services numerous databases;
Working knowledge of procedures of Criminal courts and civil hearings;
Ability to analyze facts and utilize them in making judgments regarding fraud allegations;
Ability to communicate both orally and in writing;
Ability to develop and prepare materials for criminal and civil actions according to prescribed regulations;
Ability to deal effectively with people;
Ability to prepare written reports;
Good powers of observation and perception;
Good judgment and a strong personality not easily intimidated;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from High School or Equivalent and 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; or
- (B) Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree in Sociology, Psychology or Behavioral Science in a directly related field AND one (1) year of investigative or human service experience; or
- (C) Graduation from a regionally accredited or New York State registered two (2) year college or New York State registered two (2) year college with an Associate's Degree in Criminal Justice, Sociology, Psychology or Behavioral Science or a directly related field AND two (2) years of investigative or human service experience; or
- (D) Graduation from High School AND four (4) years investigative or human service experience; or
- (E) An equivalent combination of training and experience as defined by the limits of (A), (B), (C) or (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 SERVICE EXPERIENCE IS DEFINED AS:

Human Service 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.