



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **SENIOR SOCIAL SERVICES INVESTIGATOR**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM 10/28/78
Revised: CSM 04/04/81, 08/06/85, 5/10/2000, 02/13/02, 8/16/06; 9/13/06, 10/19/21

DISTINGUISHING FEATURES OF THE CLASS:

Supervises a staff of Social Services Investigators in the investigation of individuals and vendors relative to complaints of suspected violation of Social Service and Penal Law regarding Public Assistance Programs, including but not limited to Temporary Assistance, Safety Net, Food Stamps, Medicaid, and Child Day Care Services. In addition to supervision of research and field investigations, the Senior Investigator conducts the more difficult and complex field investigations. Incumbents are responsible for the supervising the gathering of evidence and documentation necessary to develop legally acceptable cases. The Senior Investigator assists in the development and implementation of training and updates for the Case Integrity Division and other related divisions of the agency. The work is performed under the direction of the Supervising Social Services Investigator with considerable leeway allowed for carrying out the details of the work of the Case Integrity Division. The Senior Investigator supervises the unit in the absence of the Supervising SS Investigator. Incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises a staff of Social Services Investigators engaged in investigating complaints of recipient or vendor welfare fraud;
Investigates the more complex complaints charging recipient or vendor fraud in welfare cases;
Supervises and makes field visits to question recipients' neighbors, acquaintances, employers and others to secure information for the possible prosecution of welfare fraud cases;
Carries a normal investigative case load and is responsible for normal investigative activities;
Assists the District Attorney's or County Attorney's Office on all welfare fraud prosecutions and case preparation;
Secures evidence and affidavits required by the District Attorney or County Attorney for indictment and prosecution of welfare fraud, support and desertion cases;
Schedules and assigns work of the investigators in the unit;
Interviews clients, their relatives and others and initiates proper procedure to obtain support or gather information concerning violation of social service laws;
Assists the Supervising Social Services Investigator in the coordination of the training and staff development of the investigation and fraud unit;
Answers correspondence and inquiries concerning welfare support or fraud matters from other government agencies, beneficiaries and respondents;
Assists the Social Services Attorney in preparing cases for court hearings and attends court hearings when necessary;
Maintains detailed records and files on all welfare fraud cases;
Prepares correspondence concerning welfare fraud, application for assistance or other inquiries;
Uses an alpha-numeric keyboard for entering and retrieving data from computer files;
May recommend the Supervising Social Services Investigator ideas for Social Services policy and procedures regarding investigation activities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of investigative techniques used in determining financial practices and status of vendors and individuals and in locating missing persons;
Thorough knowledge of office terminology and modern methods used in keeping and checking financial records and reports;
Good knowledge of federal and state social service and related laws and regulations in regard to support, desertion and fraud;
Ability to be courteous yet firm with the public;
Ability to develop materials for legal actions according to prescribed regulations;
Ability to keep records and prepare written reports;
Ability to utilize an alpha-numeric keyboard to enter and retrieve data from computer files;
Ability to analyze facts and use them in making judgments in support, desertion and fraud cases;
Ability to supervise a small investigator staff;
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, AND one year investigative or human service experience.
- (B) Graduation from a regionally accredited or NYS registered 4-year college or university with a Bachelor's Degree in Sociology, Psychology, Social or Behavioral Science or a directly related field AND two (2) years of investigative or human service experience;; OR
- (C) Graduation from a regionally accredited or NYS registered 2-year college with an Associate Degree in Criminal Justice, Sociology, Psychology, Social or Behavioral Science or a directly related field AND four (4) years investigative or human service experience; OR
- (D) Six (6) years of investigative of investigative or human service experience; OR
- (E) An equivalent combination of training and experience as stated in (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 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 field work 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.