

SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The duties involve investigative work of a specialized character involving the application of appropriate methods and procedures in the investigation of fraud, or alleged fraud perpetrated by public assistance recipients or applicants for relief. In cases where fraud is detected, the Social Services Investigator assembles facts needed to build a case and works with appropriate law enforcement officials to prosecute the cases. The incumbent participates in civil and criminal court actions taken to collect funds owed, and testifies in court when necessary. Investigations are carried out under general supervision. Incumbents are allowed considerable leeway in the exercise of duties. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Investigates complaints charging recipient or vendor fraud in welfare cases; Performs field investigations in support of the Child Protection Services, Adult Protection Services in cases of Child and elder abuse; Performs safety and risk assessments for all units of the Department of Social Services and the Department's Domestic Violence and Foster Care Contractors; Studies public assistance laws and criminal welfare fraud status; Interviews and takes legally admissible sworn statements or dispositions from suspects, clients, their relatives and others and initiates proper procedure to obtain support or gather information concerning violations of law; Makes field visits to question recipients' neighbors, acquaintances, employers, and others to secure information for the successful deposition of same; Secures evidence and affidavits required by law enforcement for indictment and prosecution; Prepares reports for each case describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities; Attempts to locate missing respondents; Answers correspondence and inquiries concerning assigned investigation matters from other government agencies, beneficiaries and respondents; Assists the County Attorney Office in preparing agency cases for court hearings and attends court hearings when necessary; May conduct employment background checks for the Department of Social Services and other County departments; May provide agency building and field security; Prepares a variety of records and reports; Attends court and presents evidence in connection with cases investigated; May serve court orders and processes, such as summonses, complaints, subpoenas, income and property executions and eviction notices and perform other civil functions; Assignments may require access to transportation to meet field work requirements made in the ordinary business in a timely and efficient manner. Performs other duties as assigned by the Commissioner of Social Services or his designee.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of federal and state social service, public health and related laws and regulations in regard to child support, paternity establishment, desertion, elder abuse, child protection, fraud and other applicable laws, regulations and ordinances; Good knowledge of investigative techniques used in determining financial practices and status of vendors and individuals and business entities in location missing persons; Good knowledge of safety planning and Domestic Violence regulations; Good knowledge of office terminology and modern methods used in keeping and checking financial record and reports; 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, Domestic Violence and Child Support cases; Good knowledge of the local geography; Good powers of observation; Ability to follow and communicate written and oral directions; Sound judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. (1) Graduation from a regionally accredited or New York State registered two year college with an Associate's degree in Criminal Justice, or related field, or Sixty credit hours from a regionally accredited or New York State registered college with at least fifteen credit hours in the behavioral sciences* and (2) one year of investigative experience; Or
- B. (1) Graduation from high school or possession of a high school equivalency diploma, and (2) three years of investigative experience; Or (2) two years of experience as a Social Services Program Specialist; Or
- C. An equivalent combination of training and experience as indicated in (A)and (B) above.

NOTE: *Behavioral Sciences are limited to psychology, sociology and anthropology.

SPECIAL REQUIREMENT:

Possession of a New York State driver's license and maintained during employment.
May be required to obtain a New York State Security Guard license within six months after appointment.

Revised 7/6/87; 9/11/01; 2/21/02; 4/2/02; 5/23/05; 7/6/05; 3/9/09, 3/5/13; 12/2/15
Reviewed 12/2/97; 9/5/03; 4/18/05; 8/15/07; 1/18/10; 7/30/12