

SUPERVISING SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This is a staff position within the Department of Social Services. The work involves responsibility for the supervision and coordination of welfare fraud investigations, child support enforcement, and other investigation functions. The incumbent has responsibility for supervising the enforcement aspects of the support collection function of the district. The work is performed under the general supervision of the Commissioner of Social Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assigns investigations to unit personnel; Reviews unit records and consults with investigators to monitor progress of investigations; Coordinates activities of investigation unit with other Social Services staff and agencies involved in cases being investigated; Makes recommendations to appropriate authorities relative to legal action to be taken on individual cases; Coordinates the preparation of cases for court hearings; Performs a variety of investigative functions required in the more difficult and complex cases; Establishes procedures for the intake and assignment of cases in the investigation unit; Establishes and implements procedures for conducting investigations; Assists in establishing and implementing procedures for receiving and transmitting pertinent case information between the investigation unit and other units in the agency; Oversees and participates in the training of investigation unit staff and other social services staff in investigation procedures and techniques; Establishes standards for unit staff performance and evaluates their performance; Supervises and/or performs the following: Investigates complaints charging recipient or vendor fraud in welfare cases; Performs field investigations in support of Child Protective Services and Adult Protective Services in cases of child and elder abuse; Determines proper method of social intervention as applicable by law and discusses the possibility of placing criminal charges and/or hospital admission documentation with the county prosecutor; Interviews and takes legally admissible sworn statements or depositions from suspects, clients, their relatives, and others, and initiates proper procedure to obtain support or gather information concerning violations of law or initiate successful social intervention; Secures evidence and affidavits required by the District Attorney for indictment and prosecution and the Director of Community Mental Health Services or designee for emergency hospitalization interventions; Prepares detailed reports for each case 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; Attends court and presents evidence in connection with arrests made or cases investigated; Performs other duties as assigned by the Commissioner of Social Services or his/her designee.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of investigative techniques used in determining the location and financial status of individuals; Thorough knowledge of federal and state social services, public health and related laws and regulations in regard to child support, paternity establishment, desertion, elder abuse, child protection, and fraud; Good knowledge of social intervention techniques, safety planning, and Domestic Violence regulations; Good knowledge of office terminology and modern methods used in keeping and checking financial records 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 judgments in fraud cases; Good knowledge of the local geography; Good powers of observation; Ability to develop materials for legal actions according to prescribed regulations; Ability to follow and communicate written and oral directions; Ability to prepare written reports; Sound judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a college with an associate's degree in Criminal Justice, or related field, or Sixty credit hours from a college with at least fifteen credit hours in the behavioral sciences and 2 years of investigative experience which includes 2 years in a supervisory capacity; OR

B. Graduation from high school or possession of a New York State equivalency diploma and 3 years of investigative experience which includes 2 years in a supervisory capacity; 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.

NOTE: Possession of a valid New York State driver's license is required at time of appointment and must be maintained during employment.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Revised: 7/6/87; 11/28/90; 2/21/02; 5/23/05, 7/6/05;3/9/09; 5/6/10, 3/15/13; 10/5/23; 11/27/23