

Department: Social Services  
Classification: Competitive  
Grade: 11

SPEC DISK E4  
DOCUMENT 36

### SENIOR SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising and participating in research and field investigations of cases where there is allegation or suspicion of improper payments and/or attempted or actual welfare fraud. The incumbent plans, schedules, organizes and directs the work of the unit. The work is performed under the general direction of the Commissioner of Social Services and in consultation with the Social Services Attorney, with broad discretion permitted in carrying out the details of the work. Direct supervision is exercised over the work of subordinate personnel. The incumbent does related work as required.

#### TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises and investigates complaints charging overgrants, recipient or vendor fraud related to financial assistance cases;  
Oversees the intake and assignment of cases and the maintenance of investigative case records;  
Oversees and participates in the interviewing of clients, their relatives and others to obtain information concerning alleged violations of financial assistance programs;  
Makes field visits to question recipients' neighbors, acquaintances, employers and others to secure information for the possible prosecution of fraud cases;  
Studies, interprets and communicates public assistance laws and rules and obtains information to determine type of fraud involved and discusses the possibility of placing criminal charges with the District Attorney's office;  
Secures evidence, affidavits and depositions required by the District Attorney for indictment and prosecution of welfare fraud;  
Testifies at grand jury, criminal and family court proceedings;  
Prepares and maintains a variety of written records and reports in accordance with State, Federal and agency requirements;  
Answers correspondence and inquiries concerning support or fraud matters from other government agencies, beneficiaries and respondents;  
Participates in the training, hiring and evaluation of program staff;  
Participates in staff meetings and conferences designed to define agency policies, problems, goals and evaluate program; may attempt to locate missing respondents;  
Maintains cooperative working relationships with other units, divisions and agencies to facilitate the delivery of service.

#### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal and State law codes and policies concerning the provision of Social Service financial assistance programs; good knowledge of investigative techniques, including interviewing procedures and practices; good knowledge of office terminology and modern

methods used in keeping and checking financial records and reports; ability to plan and supervise the work of others; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to read, understand and interpret complex written information; good powers of observation and perception; initiative, tact; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Criminal Justice or its equivalent and one year of experience in a position the duties of which primarily involved contact with the public relative to an investigative program or examining and evaluating claims for assistance in a program operating under established criteria; or

(b) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in criminal justice or its equivalent and three years of experience as defined in (a); or

(c) Graduation from high school or possession of a high school equivalency diploma and five years of experience as defined in (a); or

(d) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c).

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATION:

Possession of an appropriate New York State Motor Vehicle Operator's License at the time of appointment.