

Department: Social Services
Classification: Competitive
Grade: 11

SPEC DISK E1
DOCUMENT 14

SENIOR SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising the work of support investigators and conducting investigations to determine the location and financial status of individuals legally responsible for the support of welfare recipients. Depending on workload and the size of the agency, the incumbent may be required to conduct support investigations on a regular basis. This position does not involve responsibility for fraud investigation. The work is performed under the general supervision of a higher level investigator or the coordinator of child support enforcement allowing the incumbent considerable leeway in the exercise of initiative and judgement. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Oversees and participates in the interviewing of welfare recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;

Oversees the intake and assignment of cases in the child support unit;

Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;

Oversees the maintenance of investigative case records;

Oversees and participates in the interviewing of unwed mothers to determine the feasibility of pursuing court action to establish paternity;

Refers cases of suspected fraud to appropriate investigative unit;

Reviews the work of support investigators and assists in the training of investigative staff; and

Oversees and participates in the preparation of reports as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret laws concerning support cases; ability to supervise the work of others; ability to prepare written material; physical condition commensurate with demands of position.

MINIMUM QUALIFICATIONS:

PROMOTION: Two Years of full-time permanent competitive status as a support investigator or social services worker in the Essex County Social Services Department.

OPEN COMPETITIVE: Either:

(a) Graduation from high school or possession of a high school equivalency diploma and four years of interviewing or investigating experience involving public contact; or

(b) Graduation from a regionally accredited or New York State registered college or

university with an associate degree in criminal justice and two years of interviewing or investigating experience involving public contact; or

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