

Department: Social Services
Classification: Competitive
Grade: 10

SPEC DISK E2
DOCUMENT 14

SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for investigating individuals and vendors in connection with support of welfare recipients and welfare fraud. This position involves research and field investigation of individuals and vendors in cases where there is allegation or suspicion of improper amounts of payments, failure to make support payments and attempted or actual welfare fraud. Incumbents are responsible for gathering evidence and documentation, including individuals' statements, to develop legally acceptable cases. The work includes attempts to persuade defaulters to make payments and negotiating or renegotiating agreements according to changing personal and financial situations. The work is performed under general direction with broad discretion permitted in carrying out the details of the work. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Investigates complaints charging recipient or vendor fraud in welfare cases;
Studies public assistance laws and rules and obtains information to determine type of fraud involved and discusses the possibility of placing criminal charges with the County prosecutor;
Interviews clients, their relatives and others and initiates proper procedure to obtain support or gather information concerning violation of social services laws;
Makes field visits to question recipients' neighbors, acquaintances, employers, and others to secure information for the possible prosecution of fraud cases;
Interviews unwed mothers in an effort to determine feasibility of pursuing court action to determine paternity;
Secures evidence and affidavits required by the District Attorney for indictment and prosecution of fraud, support and desertion cases;
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 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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of investigative techniques used in determining financial practices and status of vendors and individuals and in locating missing persons; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; working 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 prepare written reports; ability to analyze facts and use them in making judgments in support, desertion and fraud cases; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION:

Twelve (12) months permanent competitive status as a Social Services Worker, Support Investigator or a Security Officer I with the Department of Social Services.

OPEN COMPETITIVE: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in Criminal Justice and two years of experience in field investigation; or
- (b) Graduation from high school or possession of an equivalency diploma and four years of investigative experience of which two years must have been in field investigation; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATION:

Candidates must be eligible for appropriate New York State driver's license.

Revised: 05/19/95

Revised: 09/28/2015

Revised: 2/6/2019

Revised: 4/27/2023