

## SOCIAL SERVICES INVESTIGATOR

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves research and 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 payment 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.

### **EXAMPLES OF WORK: (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 service laws;
- Makes field visits to question recipients' neighbors, acquaintances, employers, and others to secure information for the possible prosecution of fraud cases;
- Secures evidence and affidavits required by the District Attorney for indictment and prosecution of fraud, support and absent parent 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 (Welfare Attorney) in preparing cases for court hearings and attends court hearings when necessary.
- Other related duties as assigned.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:** 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, 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, and fraud cases; physical condition suitable to the demands of the position.

### **ACCEPTABLE TRAINING AND EXPERIENCE:**

#### **OPEN COMPETITIVE QUALIFICATIONS:**

- EITHER -** (A) Graduation from a regionally accredited or New York State registered two year college and three years of investigative experience;
- OR** (B) Graduation from a regionally accredited or New York State registered four year college for which a Bachelor's Degree is granted and one year of investigative experience;
- OR** (C) An equivalent combination of the foregoing training and experience.

**PROMOTIONAL QUALIFICATIONS:** **Either**-three years of permanent experience as a Social Welfare Examiner, **OR** two years of permanent experience as a Senior Social Welfare Examiner, **OR** one year of permanent experience as a Support Investigator.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner.