

SUPPORT INVESTIGATOR

GENERAL STATEMENT OF DUTIES: Conducts investigations to determine the location and financial status of individuals legally responsible for the support of welfare recipients; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This position involves verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining reimbursement of funds for a social service agency. This position differs from that of Social Service Investigator in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a higher-level investigator or the Coordinator of Child Support Enforcement allowing incumbents considerable leeway in carrying out specific tasks.

EXAMPLES OF WORK: (Illustrative only)

- Interviews welfare recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
- Interviews unwed mothers in an effort to determine the feasibility of pursuing court action to establish paternity;
- Compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment cannot be reached;
- Contacts banks, insurance companies, employers to determine financial resources of individuals legally responsible for the support of others;
- Contacts and interviews all parties thought to possess information on the whereabouts of an individual;
- Contacts other governmental institutions in an effort to locate individuals;
- Furnishes State Parent Locator Service with required information when local investigations fail to locate an absent parent;
- Refers cases of suspected fraud to appropriate investigative unit;
- Prepares reports as necessary;
- Maintains a continuous case file of progress and results of investigations.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Working knowledge of investigative techniques used in determining the location and financial status of individuals; working 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 prepare written material; good physical condition.

ACCEPTABLE TRAINING AND EXPERIENCE:

Either (A) Graduation from high school and two years of interviewing or investigating experience involving public contact;

Or (B) Graduation from a regionally accredited or New York State registered two year college with an Associate Degree in Criminal Justice;

Or (C) An equivalent combination of training and experience as stated in (A) and (B).

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

Specification established by Regulations of the Department of Social Services, filed with Secretary of State and effective August 31, 1976.