

Senior Welfare Investigator Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: 14
Approved: 0
Revised: 5/91; 2/93; 9/13; 10/13; 11/13
By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Possession of a Bachelor's Degree from a regionally accredited or New York State registered four-year college or university with a major in Criminal Justice or Business Administration **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience as a Social Welfare Examiner, Financial Investigator or any other human service title responsible for performing welfare fraud investigations; **OR**
- (b) Possession of an Associate's Degree or sixty (60) college credit hours from a regionally accredited or New York State registered two-year college with a major in Criminal Justice or Business Administration **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience as a Social Welfare Examiner, Financial Investigator or any other human service title responsible for performing welfare fraud investigations or as an insurance adjuster, collections adjuster, or police investigator or detective, or as a private investigator or detective responsible for performing field investigations in order to locate missing persons, perform security checks or conduct fraud investigations; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience as an insurance adjuster, or collections adjuster, or police investigator or detective, or as a private investigator or detective responsible for performing field investigations in order to locate missing persons, perform security checks, or conduct fraud investigations; **OR**
- (d) Any combination of training and experience equal to or greater than that specified above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

NOTE: "Field investigative work" must have involved substantial face-to-face contact with persons in the field for the purpose of gathering, verifying or authenticating information and complaints, and discovering additional sources of information to be investigated in order to establish or disprove allegations. Structured interviews, telephone checks, collection work or simple on-site observations will not be considered field investigative work. It is the applicant's responsibility to clearly demonstrate within the application form exactly how they meet the minimum qualifications. Ambiguity will result in disapproval of the application.

SPECIAL REQUIREMENTS:

The candidate must possess a valid New York State Driver's License at the time of appointment and maintain such license for the duration of employment. The employee will be required to have reasonable access to personal transportation in order to complete the field work duties in a timely and efficient manner.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for supervising staff of the unit as well as conducting some of the more difficult investigations required by the Department of Social Services. The incumbent supervises and performs specialized investigatory work involving the applications of appropriate methods and procedures in the investigation of fraud or alleged fraud by welfare recipients or applicants. The incumbent will provide security to the department on an as-needed basis. The work is performed under the general supervision of the Division Coordinator with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over the work of Welfare investigators and clerical support staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Prioritizes and assigns the work of the unit, reviews and evaluates completed work assignments;
Interviews welfare recipients, applicants, their relatives, friends and others to obtain information and gather evidence concerning possible violation of welfare laws and regulations.
Maintains records of all activities and contacts of Investigation Unit, sufficient to insure timely and complete submission of required State and Local reports.
Secures evidence in the form of statements, documents, records and exhibits.
Contacts and interviews all parties thought to possess information on cases under investigation.
Makes field visits to obtain evidence or information and verifies information by checking with Local, State and Federal law enforcement authorities; and other governmental agencies.
Recommends prosecution of violators of Social Services Department laws and regulations.
Contacts banks, insurance companies, and other financial organizations to determine available assets and funds of applicants and recipients in cases where alleged fraud is suspect.
Refers cases for civil collection of overpayments to attorneys handling such and insures compliance with contractual requirements.
persons from premises, providing backup for security personnel.
Appears in court as a representative of the Department.
Insures that appropriate investigative and collection techniques are learned and applied, including exchange of information with other counties and State resources.
Reviews and accepts, or rejects fraud referrals for investigation; assigns accepted referrals to investigative staff; conducts fraud investigations, reviews periodically those cases being investigated; reviews and signs all completed, actionable investigations.
Refers completed cases showing evidence of fraud to the District Attorney's Office for prosecution, or refers to program staff for administrative action; refers criminal violations outside the jurisdiction of welfare fraud to appropriate law enforcement agencies for follow up.
Monitors the dissemination of confidential information to law enforcement agencies and other public entities; serves as a liaison to police agencies and other public entities on matters related to welfare fraud.
Coordinates Welfare Fraud Section activities with Eligibility Program staff, Social Workers, District Attorney's Office and Welfare Fraud Investigative Units in other counties.
Conducts all FEDS related interviews, maintains precise record keeping of all referrals. Complies and submits a monthly FEDS report to OTDA.
Interviews potential investigation, security, and clerical staff,
Provides security as needed for personnel in HSB, which may include: dealing with agitated clients, escorting unruly

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Through knowledge of Family Court proceedings;
Through knowledge of NYS Parole procedures and the ability to deal with parolees;
Through knowledge of The NYS Penal Code as it relates to the investigation of civil and criminal matters, the rules of evidence, arrest, and the ensuing court procedure, public assistance eligibility criteria, and formulas used to compute overpayments;
Through knowledge of Federal, State and Local laws and regulations necessary to determine the existence of claims, over grants, and/or fraudulent practices;
Through knowledge of modern principles, practices and procedure of investigative work;
Thorough knowledge of criminal attitudes and behavioral patterns, and of the social factors underlying criminal behavior;
Good knowledge of modern practices, procedures and techniques used to provide effective training and supervision;
Ability to conduct effective field investigations, and analyze, interpret, and uphold laws, relating to welfare fraud, impartially and with fact;
Ability to negotiate for, and secure payment on, monies due;
Ability to supervise effectively
Ability to establish and maintain effective working relationships with the general public and staff;
Ability to prepare reports, accurately, and concisely;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to obtain information through interview, interrogation and observation;
Ability to analyze information and evidence;
Ability to carry out special and general assignments requiring an organization of materials and developments of procedures without direct supervision;
Ability to supervise the work of others;
Initiative, tact and resourcefulness are required;
Ability to prepare thorough factual and statistical reports for both oral and written presentation;
Ability to accurately operate a personal computer (speed is not a factor);
Ability to deal firmly and courteously with the public including hostile and agitated persons and to intervene in potentially dangerous situations;

The employee's physical condition shall be commensurate with the demands of the position.

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