

## Welfare Investigator Tompkins County

**Department:** Department of Social Services

**Classification:** Competitive

**Labor Grade:** 12

**Approved:** 0

**Revised:** 5/91; 10/13

**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 Police Science or Criminal Justice; 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 Police Science or Criminal Justice AND one year 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 determining eligibility for public assistance; OR

(c) 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 Police Science or Criminal Justice AND two years of full-time paid (or the equivalent part-time and/or volunteer) experience as an insurance adjuster, 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) Graduation from high school or possession of a high school equivalency diploma AND four years of full-time paid (or the equivalent part-time and/or volunteer) experience as an insurance adjuster, 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

(e) Any combination of training and experience equal to or greater than that specified above.

**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.

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

### **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:**

The work involves the responsibility for conducting field investigations, investigating welfare fraud, verifying eligibility for benefits, and obtaining and preparing evidence and statements relevant to the prosecution of fraudulent acts to prove criminal fraud or to recoup monies as prescribed by New York State Social Services laws and regulations. This is a specialized position involving investigative procedures and a knowledge of social services and penal law, and New York State forms, regulations and procedures. Investigations are usually done independently. Assignments are received in written or oral form from the supervisor who assigns and reviews cases and provides training and guidance in such matters as techniques of investigation, legal

requirements and procedures. While conducting investigations, the employee works with considerable autonomy and independence. Supervision of others is not typically a function of this class. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

Determines scope and method of investigation based on departmental policy, the accessibility of information and the seriousness of the matter to be investigated;  
Investigates complaints charging recipient fraud in welfare related cases;  
Reads Social Services assistance files and obtains information to determine type of fraud involved and the possible criminal charges;  
Interviews program recipients and applicants, their relatives, neighbors, acquaintances, employers, etc. through field visits to secure information relating to the investigation;  
Takes statements from individuals in an appropriate format taking care to include a full description of the facts needed in support of the investigation;  
Secures evidence from all sources, which might be required by the District Attorney in the prosecution of a fraud case;  
Verifies information obtained by checking with Local, State, and Federal law enforcement and other government agencies;  
Follows leads in order to assure a complete investigation;  
Prepares reports for each case describing all steps taken, visits made, witnesses questioned, facts established, etc., for submission to the District Attorney;  
Secures and prepares evidence and affidavits for submission to the District Attorney's office for indictment and criminal prosecution;  
Works closely with the attorney in the Social Services and the District Attorney's office handling each fraud prosecution;  
Contacts all sources which may have pertinent information in support of an investigation, including law enforcements agencies, finance companies, utility companies, post offices, etc;  
Prepares a concise factual report for each investigation, including steps taken, visits and contacts made, witnesses questioned, statements and affidavits taken, and facts established;  
Orally supports findings during conference with supervisor, co-workers, and attorneys;  
May testify before administrative or judicial proceedings regarding investigations;  
Provides security for personnel in H.S.B. on an as needed basis;

**KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Good knowledge of the techniques, procedures and sources using in conducting civil and criminal investigations;  
Good knowledge of interviewing and investigative techniques;  
Good knowledge of current State, and Local Social Services forms, procedures, policies, and eligibility guidelines;  
Skill in interviewing and investigating;  
Ability to read and understand all current Local and State Social Services forms, procedures and policies and to apply them to fraud investigations;  
Ability to plan, organize and conduct investigations and evaluate findings;  
Ability to obtain, develop and pursue leads in investigations;  
Ability to detecting discrepancies in statements or other evidence gathered;  
Ability to prepare and convey clear and accurate oral and written reports;  
Ability understand and carry out complex directions;  
Ability deal with the public in a professional and lawful manner;  
Ability to maintain a close, cooperative working relation with others, dealing firmly and courteously with the public, including hostile and agitated persons and intervening in potentially dangerous situations;  
Ability to accurately operate a personal computer (speed is not a significant factor) to perform investigations and write reports;  
Ability to analyze findings and make recommendations.  
The employee's physical condition shall be commensurate with the demands of the position.

Originally created 07/01/1987

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