

SENIOR SOCIAL SERVICES INVESTIGATOR (FRAUD)

DISTINGUISHING FEATURES OF THE CLASS: This is investigative work which involves investigating allegations of public assistance fraud by gathering evidence and documentation and representing the Department of Social Services in court regarding the allegations. The work is performed under the general supervision of a higher-level investigator and work guidance (e.g., lead work) may be provided to other investigators. Does related work as required.

TYPICAL WORK ACTIVITIES:

Conducts complex investigations into recipient fraud and public assistance cases by collecting evidence and testimony to confirm or disprove fraud allegations;
Collects statements and affidavits from clients;
Represents the agency in various courts (e.g., Family, Supreme and Justice Courts) as an expert witness to provide case record information and details of investigations;
Acts as a liaison with various State legal offices to facilitate investigations of vendor fraud;
Evaluates and determines eligibility of client after allegations of fraud have been substantiated and computes overpayments made to client;
May provide work guidance to other staff members;
May perform field investigations, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and techniques used in maintaining and verifying financial records and reports; good knowledge of investigative techniques used to access financial practices and financial status of individuals; good knowledge of Federal and State social services and related laws, rules and regulations concerning support, desertion and fraud*; 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 informed decisions.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and three (3) years of paid interviewing and/or investigative work experience** involving public contact***; or
2. A Bachelor's degree or higher in Criminal Justice or comparable degree and one (1) year of paid interviewing and/or investigative work experience** involving public contact***.

SPECIAL REQUIREMENT: Possession of a valid driver's license or access to transportation to meet field work requirements in a timely and efficient manner.

PROMOTION: One (1) year of permanent status as a Social Services Investigator (Fraud) or Social Services Investigator (Fraud) with any parenthetical language designation.

* To be demonstrated during the probationary period.

**Investigative experience shall have substantially included systematic (e.g., step-by-step) research and/or evaluation of evidence, facts, allegations or other related information pertaining to individuals or organizations.

(over)

***Public contact shall be defined as direct contact (e.g., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating, or clarifying information and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.

R.C.D.P. (07.21.2025) 11.24.2025
Competitive

09.24.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.