

## **SOCIAL SERVICES INVESTIGATOR (FRAUD)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is investigative work involving gathering evidence and documentation concerning allegations of public assistance fraud and representing the Department of Social Services in court regarding the allegations. The work is performed under the supervision of a higher-level investigator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Conducts investigations into recipient fraud in public assistance cases by collecting evidence and testimony to confirm or disprove fraud allegations;  
Collects statements and affidavits from clients;  
Advocates for the agency in quasi-judicial hearings by providing testimony and cross-examining witnesses;  
Examines case records to ensure compliance with social services rules and regulations and compiles written summaries outlining relevant policies;  
Conducts in-person and phone inquiries with financial institutions, law enforcement agencies, postal authorities, neighbors and relatives to gather statements and evidence relative to the client's case;  
Documents each case detailing investigation steps, visits conducted, witnesses interviewed and facts established in comprehensive reports for submission to the appropriate authorities;  
Responds to correspondence and inquiries from government agencies, beneficiaries and recipients regarding support or fraud related matters.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the principles and techniques used in maintaining and verifying financial records and reports; working knowledge of investigative techniques used to assess financial practices and the financial status of individuals; working 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 apply them in making informed decisions.

### **MINIMUM QUALIFICATIONS:**

1. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and two (2) 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.

**NOTE:** Graduation from high school or possession of an equivalency diploma plus additional years of the required paid work experience may be substituted for college on a year-for-year basis.

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

\*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.

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\*\*\*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.