

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 concerning such allegations. The work is performed under the supervision of a higher-level investigator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Investigates allegations of recipient fraud in public assistance cases by gathering evidence and testimony to either substantiate or disprove fraud complaints;
Obtains statements and affidavits from clients;
Represents the agency in quasi-judicial hearings by testifying for the agency and cross-examining witnesses;
Reviews case records for compliance with Social Services rules and regulations, and prepares written summaries concerning the pertinent regulations;
Makes in-person and telephone contacts with financial institutions, law enforcement agencies, postal authorities, neighbors, relatives, etc., to obtain statements and evidence pertinent to the client's case;
Prepares reports for each case describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;
Answers correspondence and inquiries concerning support or fraud matters from other government agencies, beneficiaries and respondents.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern methods used in keeping and checking financial records and reports; working knowledge of investigative techniques used in determining financial practices and 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 use them in making judgments.

MINIMUM QUALIFICATIONS: An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and two (2) years of interviewing and/or investigative experience** involving public contact*** as a major portion of the work.

NOTES:

1. Graduation from high school or possession of an equivalency diploma and additional years of the required experience may be substituted for the college degree on a year-for-year basis, up to two (2) years.
2. Additional years of college may be substituted for the required experience on a year-for-year basis, up to two (2) years.
3. A Bachelor's degree in Criminal Justice, or comparable curriculum, may be deemed fully qualifying.

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.

*** Public contact shall be defined as direct contact (i.e., 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.