

SUPERVISING FRAUD INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the supervision of staff and related activities involving fraud investigations for the Department of Social Services. These activities are conducted under the authority of the Department of Social Services by the Security Division, pursuant to a Memorandum of Understanding with the Department of Social Services. This position recommends policies and procedures for the unit. In addition, the Supervisor is responsible for all aspects of civil, administrative, criminal or internal investigations relating to welfare fraud as may be required. This position has similar responsibilities as subordinate investigative staff, and in addition is responsible for coordinating and supervising the activities of subordinate investigative staff. It also provides litigation support as may be required for attorneys representing the Department of Social Services. This position is a New York State Peace Officer as defined by the New York State Criminal Procedure Law. The incumbent is involved in gathering evidence and documentation and interviewing defendants, witnesses, clients, and vendors. This position must adhere to legally prescribed confidentiality requirements. Investigative findings, as specified in the Memorandum of Understanding, can be communicated as required with designated staff of the Department of Social Services, District Attorney's Office, County Attorney's Office, and Security Division. This position is under the general supervision of the Director of Security and/or the Director's designee and is also subject to direct supervision by the Commissioner of Social Services and/or the Commissioner's designee. This position is of a highly confidential nature, evening work and other than normal schedules can be expected. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assigns work to investigative staff after reviewing each fraud referral or complaint to insure the efficient and productive processing of welfare fraud investigations;

Performs all aspects of welfare fraud investigations including conducting interviews, securing evidence, establishing facts, preparing reports on the results of investigations, and making recommendations concerning investigations;

Assists attorneys representing the Department of Social Services in all aspects of case preparation, including service of process and obtaining witness statements as may be required;

Participates in the selection and training of personnel by interviewing candidates and recommends hiring, promotion, discipline and termination to the Director in conjunction with the approval of the Commissioner of Social Services or his designee;

Directs work by establishing and implementing guidelines and procedures for the investigation of welfare fraud for criminal prosecution;

Instructs investigative staff as to their duties and department procedures and policies through training sessions, on-the-job training, staff meetings, and individual assistance as needed to insure consistent and proper discharge of responsibilities;

Receives all referrals and complaints of welfare fraud including phone calls, letters and referrals and determines the appropriate assignment of cases depending on the nature of complaint, type of fraud and extent of information provided;

Reviews all completed investigations for thoroughness of investigative work, accuracy and completeness of the evidence and documentation for prosecution purposes, and substantial evidence of fraud in order to determine appropriate course(s) of action to be taken;

Assists the District Attorney in the prosecution of all welfare fraud cases by providing a synopsis of each case and providing case files as requested by the District Attorney to begin the process of prosecution;

Evaluates operations of the investigations unit, recommends and implements changes in policies and procedures;

Initiates and assists in the formulation of staff development and training sessions;

Testifies in civil, criminal and administrative hearings, and presents evidence as required;

Acts as the welfare fraud units liaison with other departments and agencies to facilitate the exchange of information, to establish procedures for obtaining confidential information for investigations and to assist in obtaining restitution from convicted recipients and vendors;

Investigates matters of internal fraud or of a confidential nature as assigned by the Commissioner of Social Services, Director of Security or Social Services Attorney utilizing the techniques and procedures of welfare fraud investigations;

Prepares and maintains records and reports on welfare fraud investigations, prosecutions and recoupments to fulfill state and local reporting requirements;

Assures that all required reports are prepared and submitted in a timely manner.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the techniques, procedures and sources used in conducting investigations;

Good knowledge of the techniques and procedures involved in establishing legal action in court;

Good knowledge of New York State penal law, criminal prosecution law and Social Service Law as they apply to welfare fraud;

Good knowledge of current State and local social services forms, procedures, policies and eligibility guidelines;

Good knowledge of interviewing techniques;

Good knowledge of the techniques and procedures used in welfare fraud investigations for criminal prosecution;

Good knowledge of the rules of evidence;

SUPERVISING FRAUD INVESTIGATOR Contd.

3

Good knowledge of the principles and techniques of office management relating to the directing of work, caseload management and supervision of staff;
Ability to establish investigation procedures and guidelines applying appropriate laws, regulations and department policies;
Ability to read and interpret all current State and local Department of Social Services forms, procedures and policies and to apply same to welfare fraud investigations;
Ability to analyze findings of investigations and make appropriate recommendations and decisions;
Ability to communicate well with others and to prepare clear and concise written and oral reports;
Ability to direct and supervise the work of subordinates;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and two years experience in field investigations; or
- B) Graduation from high school or possession of an equivalency diploma and six years of experience in field investigations; or
- C) An equivalent combination of training and experience as indicated in A) and B) above.

NOTE: Field Investigators-Field investigative work must have involved face-to-face contacts with persons in the field for the purpose of verifying or authenticating information or complaints and discovering additional sources of information to be investigated in order to establish or disprove allegations. Conducting structured interviews, telephone checks, collection work or simple on-site observation will not be considered as field investigative work. Such experience may have been obtained through insurance claims adjuster experience, police investigations, locating missing persons, performing security checks on individuals in the field, private detective experience, welfare fraud investigations, etc.

SPECIAL REQUIREMENTS AT TIME OF APPOINTMENT:

- 1) Possession of the appropriate level Motor Vehicle Operator's License;
- 2) Possession of a pistol permit.

SPECIAL REQUIREMENTS WITHIN THE PROBATIONARY PERIOD:

- a) Must be approved as a Peace Officer by the Broome County Attorney;
- b) Successful completion of the Municipal Police Training Council's basic course for Peace Officers.