

DIRECTOR OF SOCIAL SERVICES INVESTIGATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is a staff position within the Department of Social Services. The work involves responsibility for the direction, supervision, and coordination of the Special Investigations Unit, Welfare Fraud Unit, Child Support Enforcement and Child Support Collection Unit; and other Investigation Functions and Social Interventions with a staff of ten (10) in-house programs personnel and field investigators of a local Social Services District. The incumbent has responsibility for directing the activities and performing the field supervision of all case investigations assigned by the Commissioner of Social Services, the County Personnel Officer AND/OR the enforcement aspects of the Support Collection Unit function of the District. The work is performed under the general supervision of the Commissioner of Social Services in carrying out enforcement and investigative activities. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only): Directs the day-to-day operation of the Special Investigations Unit and Child Support Enforcement Unit. Assigns investigations to unit personnel. Reviews unit records and consults with Investigators to monitor progress of investigations. Coordinates activities of Investigations Unit with other Social Services staff and agencies involved in cases being investigated. Make recommendations to the Commissioner of Social Services, other Department Heads and/or to appropriate authorities relative to law enforcement action or intervention action to be taken on individual cases. Coordinates the preparation of cases for court hearings including the preparation and execution of all subpoenas and warrants. Performs a variety of investigative functions required in the more difficult and complex cases. Establishes policy and procedures under the supervision of the Commissioner of Social Services for intake and assignment of cases in the Investigations Unit. Establishes and implements procedures for conducting investigations. Assists in establishing and implementing procedures for other units in the agency. Oversees and participates in the training of Investigations Unit and other units in the agency. Oversees and participates in the training of Investigations Unit staff and other Social Services staff in investigation procedures and techniques. Establishes standards for Unit staff performance and evaluates their performance. Supervises the overall enforcement aspect of the Support Collection function, including preparation of filing of USDL petitions, location of individuals who are in default of support payment utilizing the parent locator services. Assists in the preparation of support petitions and modification of the same. Assists in case preparation of paternity actions and represents the Social Services Department in Family Court for support cases. Supervises and/or performs the following: investigates complaints charging recipient or vendor fraud in welfare cases; performs criminal field investigations in support of the Child Protective Services, Adult Protective Services in cases of child and elder abuse; performs mental health field assessments, performs law enforcement safety and risk assessments for all units in the Department of Social Services and other agencies. Determines proper method of social intervention as applicable by law and discusses the possibility of placing criminal charges and/or hospital admission documentation with the county prosecutor. Interviews and takes legally admissible sworn statements or depositions from suspects, clients, their relatives and other and initiates proper procedure to obtain support or gather information concerning violations of law or initiate successful social intervention. Secures evidence and affidavits required by the District Attorney for indictment

and prosecution and the Director of Community Mental Health Services or designee for emergency hospitalization interventions. Prepares detailed reports for each case for submission to appropriate authorities. Attempts to locate missing respondents; answers correspondence and inquiries concerning assigned investigation matters from other government agencies, beneficiaries and respondents. Assists the County Attorney/Assistant County Attorneys in preparing agency case for court hearings. Presents evidence at court hearings. Locates and investigates persons under 9.41 and 9.45 of the Mental Health Law and takes appropriate action. May conduct employment background checks for Department of Social Services and other County Departments. Prepares a variety of records and reports associated with law enforcement work. Attends court and presents evidence in connection with arrests made or case investigated. May serve court orders and processes, such as summonses, complaints, subpoenas, income and property executions and evictions notices and perform other civil functions. Supervises and coordinates the activities of specialized Investigative Units or areas such as Child Support or Welfare Fraud. Supervises or provides field assistance/protection to other agency staff. Assists the Director of Programs with various administrative matters. Performs other duties as assigned by the Commissioner of Social Services or his designee.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of investigative techniques used in determining the location and financial status of individuals. Thorough knowledge of Federal and State Social Service, Public Health and related laws and regulations in regard to Child Support, Paternity Establishment, Desertion, Elder Abuse, Child Protection and Fraud. Thorough knowledge of the New York State Penal Law, Criminal Procedures Law and other applicable laws, regulations and ordinances. Thorough knowledge of Mental Health Law ordinances and regulations. Good knowledge of investigative techniques used in determining financial practices and status of vendors and individuals and business entities in locating missing persons. Good knowledge of social intervention techniques, safety planning and Domestic Violence regulations. Good knowledge of modern principles, practices and techniques of law enforcement and community policing. Good knowledge of office terminology and modern methods used in keeping and checking financial records and reports. Ability to plan and supervise the work of others; ability to be courteous yet firm with the public, 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 in Fraud, Domestic Violence, Mental Health, Child Support and Risk Assessment cases. Good knowledge of the local geography. Good powers of observation. Ability to follow and communicate written and oral directions. Sound judgement, physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- A. (1) Graduation from a regionally accredited or New York State registered four year college with a Bachelor's Degree in Criminal Justice, Police Science, or related field, and
(2) Three years of investigative experience; OR
- B. (1) Graduation from a regionally accredited or New York State registered two year college with a Associate's Degree in Criminal Justice, Police Science, or related field, and
(2) Five years of investigative experience; OR

- C. (1) Graduation from a High School or possession of a High School Equivalency Diploma, and
(2) Completion of basic course of instruction certified by the New York State Municipal Police Training Council, and
(3) Completion of a course in Police Supervision certified by the New York State Municipal Training Council, and
(4) Completion of a training certified by the NY-NJ HIDTA Group, and
(5) At least seven full-time years of field investigative experience as an investigator, three of which must have been in a supervisory capacity;
- D. An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

SPECIAL REQUIREMENTS:

- 1. Possession of a current New York State driver's license.
- 2. Possession of a New York State license to carry a concealed firearm.
- 3. Possession of a Current License as a New York State Notary Public.
- 4. Incumbents must be certified in the use of firearms.

Adopted 05/05/2008

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