

## SOCIAL SERVICES INVESTIGATOR

**DISTINGUISHING FEATURES OF THE CLASS:** This is a staff position within the Department of Social Services. The work involves research and field investigation of individuals and vendors in cases where there is an allegation or suspicion of welfare or public benefit fraud or misuse of public funds, child-support Court Order Violations, Domestic Violence, 9.41 and 9.45 mental health interventions, Casework Assistance in Social Interventions, Child Protective activities and Community Preventive Service Emergencies. Incumbents are responsible for gathering evidence and documentation, including individuals' statements to develop legally acceptable cases. The work is performed under the general supervision of a higher level investigator or other administrative person. In carrying out enforcement activities, the incumbent works under the general supervision and direction of a Senior Social Services Investigator, Supervising Social Services Investigator, or the Director of Social Services Investigations, who gives specific instructions and approval of activities to be performed. Incumbents must meet special training requirements as specified by the Commissioner of Social Services. Incumbents must be certified in the use of firearms. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Investigates complaints charging recipient or vendor fraud in welfare cases; Performs criminal field investigations in support of the Child Protection Services, Adult Protection Services in cases of Child and elder abuse; Performs mental health field assessments; performs safety and risk assessments for all units of the Department of Social Services and the Department's Domestic Violence and Foster Care Contractors; Studies public assistance laws, Criminal Welfare Fraud Status and mental health law and rules, and obtains information to determine proper method of social intervention involved and discuss the possibility of placing criminal charges and/or hospital admission documentation with the county prosecutor; Interviews and takes legally admissible sworn statements or dispositions from suspects, clients, their relatives and others and initiates proper procedure to obtain support or gather information concerning violations of law or initiate successful social intervention; Makes field visits to question recipients' neighbors, acquaintances, employers, and others to secure information for the successful deposition of same; Secures evidence and affidavits required by the District Attorney for indictment and prosecution, or for the Director of Community Mental Health Services or designee for emergency hospitalization interventions; Prepares reports for each case describing all steps taken, visits made, witnesses questioned and facts established 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 Office in preparing agency cases for court hearings and attends court hearings when necessary; 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 the Department of Social Services and other County departments; May provide agency building and field security; Prepares a variety of records and reports associated with law enforcement work; Attends court and presents evidence in connection with arrests made or cases investigated; May serve court orders and processes, such as summonses, complaints, subpoenas, income and property executions and eviction notices and perform other civil functions; Performs other duties as assigned by the Commissioner of Social Services or his designee.

### FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Working 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, Criminal Procedures law and other applicable laws, regulations and ordinances; Working 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 location 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 record and reports; 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 judgements in fraud, Domestic Violence, Mental Health, Child Support and Risk Assessment cases; Good knowledge of the local geography; Skill in the use of firearms; Good powers of observation; Ability to follow and communicate written and oral directions; Sound judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. (1) Graduation from a regionally accredited or New York State registered two year college with an Associate's degree in Criminal Justice, Police Science or related field, or Sixty credit hours from a regionally accredited or New York State registered college with at least fifteen credit hours in the behavioral sciences\* and (2) one year of investigative experience; Or
- B. (1) Graduation from high school or possession of a high school equivalency diploma, and (2) three years of investigative experience; Or
- C. An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: \*Behavioral Sciences are limited to psychology, sociology and anthropology.

SPECIAL REQUIREMENT:

- 1. Possession of a New York State driver's license
- 2. Possession of a New York State License to carry a concealed firearm.

Revised 7/6/87; 9/11/01; 2/21/02; 4/2/02; 5/23/05; 7/6/05; 3/9/09

Reviewed 12/2/97; 9/5/03; 4/18/05; 8/15/07; 1/18/10