

## CONFIDENTIAL INVESTIGATOR - DSS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position serves as an advisor to the Commissioner of Social Services and his/her staff by serving as the lead confidential investigator for the department in the detection and investigation of cases of alleged fraud and in the recovery of monies due the department. The incumbent substantively participates as part of the executive management team in the formulation of proactive strategies and new approaches in the delivery of services to prevent fraud by customers, employees, and/or vendors. Essential to this position is the rigorous investigation of alleged fraud; the recovery of monies due the department, and the ongoing monitoring of both the scheduled and random auditing of case files to ensure compliance with social services laws, rules and regulations with regard to the issuance of temporary assistance benefits. Work also involves directing the activities of a large staff of temporary assistance personnel engaged in the review of applications to determine eligibility for public assistance, food stamps, medical assistance, etc. The nature of the work gives the incumbent wide latitude in exercising independent judgment and may involve crossing divisional lines of authority to thoroughly investigate and gather confidential information as needed. Substantive and frequent contact is maintained with professionals in the Offices of the District Attorney and the County Attorney as well as with managers and uniformed personnel in the Department of Public Safety to ascertain information; coordinate investigative efforts, and to provide evidentiary materials, as needed. Supervision is exercised over a number of professional and eligibility support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Participates as part of the department's executive management team in the formulation of proactive strategies to prevent fraud, with particular emphasis on the security and integrity of case files in a digital age;

Supervises and participates in the review, evaluation, planning and execution of confidential investigations related to complaints referred to the Commissioner's office by the District Attorney's Office, the Welfare Inspector-General's office, anonymous or signed letters, telephone calls, or other sources;

Directs the activities of the department's Confidential Investigations and Recoveries Unit which includes the Bureau of Case Review, Fair Hearings, and Medicaid Fraud units within the department's Temporary Assistance Division;

Implements any changes in protocol established for the review of eligibility criteria and the determination and issuance of benefits; ensures the consistent application thereof throughout the department's District Offices;

Monitors staff engaged in the review of and auditing of temporary assistance case files and records on both a scheduled and unannounced basis to ensure compliance with all applicable New York State and Social Services laws, rules and regulations relating to the issuance of benefits;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Conducts investigations by interviewing and questioning involved parties and conducting fact-finding, field investigations and inspections to gather and verify all pertinent information regarding the claim;

Works with federal, state and local law enforcement agencies to coordinate investigative efforts; gather information, to provide evidentiary materials, as needed

Prepares detailed confidential reports for the Commissioner and executive staff, and in some instances, for submission to the District Attorney's office where there is evidence of possible criminal activity

Follows-up on any instances of alleged unusual case management activities to ensure employees, clients or vendors are not mismanaging public funds;

Supervises the activities of eligibility staff engaged in the determination of, and the issuance of temporary assistance benefits for public assistance, food stamps, medical assistance, etc.;

Ensures that staff engaged in the investigation of cases of fraud treat all cases consistently to ensure the fair review of all cases brought to the attention of the department;

Prepares reports and conducts studies on departmental issues to detect problem areas as they relate to the enforcement and administration of regulations, laws, policies and procedures, making recommendations to correct deficiencies;

Makes recommendations relating to the assessment and improvement of security measures at Social Service office's to protect monies and equipment belonging to the County;

Testifies in court, as needed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Comprehensive knowledge of the principles, practices, and procedures in conducting confidential investigations generally and involving financial fraud; thorough knowledge of the various investigative agencies available on a local, state and federal level and the limits of their jurisdiction; thorough knowledge of the temporary assistance services provided by the department and of the policies, procedures and practices for determining eligibility for services; skill in eliciting information through interrogative techniques; ability to plan, supervise, and conduct investigations; ability to identify flaws in policies and

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES (Cont'd.)

procedures that provide opportunities for misuse of resources or authority by staff; ability to communicate effectively, both orally and in writing; ability to develop effective working relationships and gain the cooperation of others; ability conduct analyses, identifying critical elements, interrelationships, underlying causes and broader organizational implications, and formulate realistic solutions to problems related to operations, programs and personnel; ability to research and evaluate information on an objective basis; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; sound judgment; tact; initiative; discretion; thoroughness; resourcefulness; highest integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: a Bachelor's Degree\* and five years of supervisory experience in the examination, investigation or evaluation of requests for financial entitlements or eligibility, including interviewing for evaluative purposes, two years of which must have been in an administrative or managerial capacity.

SUBSTITUTIONS: Satisfactory completion of a Master's Degree\* in the field of Social Work, Human Services, Public Administration, or closely related field may be substituted for one year of the general experience. There is no substitution for the administrative or managerial experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Educational Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid New York State Driver's License.