

## CHIEF FAMILY SERVICES INVESTIGATOR

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves working with the Director of Investigations in the responsibility for managing the activities and supervision of the Special Investigations and Resource Unit of the County Family/Social Services Department. This position may act for the Director of Investigations when designated. Work is performed under general direction of the Director of Investigations with leeway for independently performing the duties of the position. Supervision is exercised over all subordinate staff performing investigative and administrative duties in the Special Investigations and Resource Unit.

**TYPICAL WORK ACTIVITIES:** : *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists in the planning, organizing, directing and coordinating the performance and activities of the Special Investigations and Resource Unit;

Assists in the establishment of policies and procedures relating to resource, collections and investigation activities;

Assists in the development of long term and immediate plans and goals for the unit;

Interprets laws, rules and regulations relating to investigative activities;

Coordinates and supervises all Resource investigations;

Investigates complaints charging recipient or vendor fraud in Family Service Department Cases;

Conducts field visits and interviews to gather information;

Disseminates resource and investigation information to other units within the department;

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Makes recommendations concerning the adjustment of real estate assets and/or litigation settlements on behalf of the department;

Formulates procedures for obtaining, reviewing and utilizing resource data;

Reviews completed SIU and resource investigations;

Represents the Family Services Department in resource matters through contact with other State/Federal Agencies;

Prepares reports on activities relating to resource recovery and investigations;

Provides supervision, guidance, and assistance to persons performing clerical, collections and investigative activities;

Assists in staff meetings to explain plans, policies, and procedures;

Assists in reviewing investigative staff performance and recommends personnel actions;

May participate in interviews of prospective unit employees and makes recommendations;

May conduct public relations activities on behalf of the unit;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND**

**PERSONAL CHARACTERISTICS:** Thorough knowledge of laws, rules, regulations and agency policies relating to eligibility for social service programs; Good knowledge of investigative principles and the fundamental concepts of field investigation including investigations, resulting in criminal prosecution; Good knowledge of the principles and practices of supervision; Good knowledge of interviewing principles and practices; ability to gather and evaluate data and evidence; ability to secure statements and

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affidavits; ability to understand and interpret written material; ability to prepare investigative reports; ability to express oneself clearly, both orally and in writing; and ability to deal effectively with others.

**MINIMUM QUALIFICATIONS:**

- (A). Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant a Bachelor's Degree in Criminal Justice and four (4) years of experience involving substantial field investigations;  
or
- (B). Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associate's Degree in Criminal Justice and six (6) years of experience involving substantial field investigations.

*NOTE: Qualifying field investigative experience is defined as investigative experience including experience with a law enforcement agency, credit bureau, bank, insurance company, Internal Revenue Service, social security office or retail audit office or similar office in which the candidate was involved in conducting investigations beyond the primary source (i.e. the client). Experience with a law enforcement agency is interpreted to include experience with military police, sheriff's department, state or local police, F.B.I., C.I.A. or private investigative experience with a detective or security agency.*

*SPECIAL REQUIREMENT: Possession of an appropriate New York State Motor Vehicle Operator's License at the time of appointment.*

**NOTE:** Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Originated: 01/05/03

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised and placed in clasplan: 05/07/2004  
Title change in "Z" Draft (Sheila) on 10/13/04  
Removed from draft and placed in classplan on 11/8/04  
Revised and placed in classplan on 12/1/04  
Revised and Replaced in Classplan: 12/30/2022  
Revised and Replaced in Classplan: 12/10/2024 (Edu)