

DIRECTOR OF INVESTIGATIONS

449-A

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for administrative oversight and supervision of investigative functions performed in connection with the delivery of human services programs provided by the County. The Director will oversee staff assigned to perform client and vendor fraud investigations and will coordinate the activities of the Special Investigations and Resources Unit with the activities of the Child Support Enforcement Units to facilitate the optimum recovery of resources. Work is performed under supervision of the Commissioner and or Deputy Commissioner of the Department of Family Services with leeway for independently performing most of the duties of the position. Supervision is exercised over all staff assigned to 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.*

Formulates and develops unit objectives, policies, and procedures;

Develops long term and immediate plans and goals for the Special Investigations and Resource Units;

Plans, organizes, directs, and coordinates the performance and activities of the Special Investigations and Resource Unit;

Assigns work, schedules staff, conducts performance reviews, and provides direct supervision of staff assigned to the Special Investigations and Resource Unit;

Evaluates resource recovery and investigations activities to achieve maximum staff utilization;

Coordinates the activities of the Special Investigations and Resource Unit with federal, state or local organizations;

Interprets laws, rules, and regulations relating to investigation activities;

Investigates complaints charging recipient or vendor fraud in social services department cases;

Conducts staff meetings to explain plans, policies, objectives and new requirements;

Conducts field visits and interviews to gather information;

Disseminates investigation information to other appropriate units within the department;

Prepares reports on activities relating to resource recovery and investigations;

Reviews investigative staff performance and makes recommendation for personnel actions;

May participate in interviews of prospective unit employees;

May conduct public relations activities on behalf of the department.

May perform special investigations as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Comprehensive knowledge of modern investigative procedures or principles and the fundamental concepts of field investigation including investigations resulting in criminal prosecution; ; thorough knowledge of laws, rules, and regulations relating to the delivery of human services programs; thorough knowledge of laws relating to investigative and court procedures; thorough knowledge of the principles and practices of program planning, development, and evaluation; ability to plan and supervise the work of others; good knowledge of the managerial functions involved in directing an organizational segment; ability to evaluate information and evidence; ability to understand and interpret written material; ability to secure statements and affidavits; ability to prepare investigative reports; ability to deal tactfully with claimants, witnesses, public officials, and the general public; ability to express one's self clearly

both orally and in writing; and ability to prepare clear, accurate, and comprehensive reports.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's Degree or higher and six (6) years of acceptable investigation experience, two (2) years of which shall have been in a supervisory capacity; or
- (B) Graduation from a regionally accredited or New York State recognized college or university with an Associate's Degree and eight (8) years of acceptable investigation experience, two (2) years of which shall have been in a supervisory capacity.

SPECIAL REQUIREMENT: *Possession of a valid appropriate class driver's license.*

NOTE: For experience to be considered acceptable, a candidate must demonstrate that the experience involved a process of making a detailed and systematic inquiry of information for the purpose of detecting fraud, criminal activity, or wrongdoing. Typical examples of acceptable investigative experience would include police detective duties, social services investigative duties, insurance claim investigations, internal revenue investigation duties, and similar activities.

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.

Y:\CLASPLAN\director of investigations.doc
Last Reviewed: 07/23/03
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and placed in classplan on 11/30/04
Revised in "Z" Draft on 04/05/07
Placed in Classplan on 4/10/07
Revised and Replaced in Classplan: 1/31/2023
Revised and Replaced in Classplan: 3/31/2025 (Edu)