

## FAMILY SERVICES INVESTIGATOR TRAINEE

464-D

DISTINGUISHING FEATURES OF THE CLASS: The trainee level is used to recruit candidates to the investigative field who have a career interest in governmental investigations. Trainees receive on-the-job training while performing duties of a limited professional nature, under close and continuing supervision. The investigative work provides for an accurate accounting of client assets and the subsequent adjustment, reimbursement or termination of eligibility and/or establishing child support case files from referrals on DFS and private cases. Trainee appointments are for a period of one year. Incumbents receiving satisfactory ratings will be advanced to the title of Family Service Investigator without further examination.

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 investigation of complaints charging recipient or vendor fraud in Public Assistance Programs;

Assists in interviewing clients, their relatives, and others to gather information to establish, monitor and enforce child support cases;

Makes field visits to question recipient's neighbors, acquaintances, employers and others to secure information while conducting fraud investigations or to gather information on persons responsible for the support of children;

Conducts computerized systems searches to verify client/assets information and/or to locate absent parents;

Verifies information provided by clients on applications for assistance or child support services;

verification may include contacting banks, schools, landlords, employers, governmental agencies, etc.;

Assists in the review of all records related to child support or reported suspicions of welfare or public assistance fraud;

Does research in Social Service Law and Family Court rules and regulations to determine type of fraud and child support procedures involved;

May assist in reviewing evidence and discussing the feasibility of prosecution with the Coordinator of Special Investigations and Resources, Chief Family Services Investigator, Coordinator of Child Support Enforcement Unit, Family Services Attorney(s) and/or the Office of the District Attorney;

May assist in securing evidence and affidavits as required by Family Court, the Office of the District Attorney and/or appropriate law enforcement agencies for indictment and prosecution of fraud and non-support of a child cases;

Assists in preparation and maintenance of accurate case summary reports describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;

May answer correspondence and inquiries concerning fraud and support matters from other governmental agencies;

Assists in preparing cases for court hearings, including fair hearings for the Department of Family Services, and attends and testifies at the hearings when necessary;

Determines value and availability of resources for potential legal actions;

Assists in the collection and recovery of monies due the agency;

Enforces child support orders on Department of Family Services and non-agency private cases;

Attends on-the-job and special training sessions and participates in conferences and regular staff meetings;

Assists in performing special investigations of a confidential nature, as needed and directed.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS:** Working knowledge of the procedures, practices and techniques used in criminal investigations; basic knowledge of Federal, State and local Social Service Laws and related laws, rules and regulations governing issuance of Social Service Financial Benefits; basic knowledge of the Department of Family Services computer programs; basic knowledge of procedures of Family and Criminal Courts; ability to understand, interpret and analyze financial records and reports; ability to analyze facts and utilize them in making judgments; ability to communicate effectively both orally and in writing; ability to deal effectively with people; good judgment; and tact.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher; or
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in investigating, examining or higher level accounting experience

within a public welfare or human services agency, law enforcement agency, credit bureau, bank, insurance company, Internal Revenue Service, Social Security Office, retail audit office or a similar program operating under established criteria for eligibility.

***NOTE: Completion of coursework at a college or university can be substituted for work experience on a year for year basis with thirty (30) credits being equivalent to one year of work experience.***

***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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Last Reviewed: 7/10/2008

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Replaces Social Services Investigator Trainee

Placed in classplan book on 10/15/04

Revised in "Z" Draft (Sheila) on 2/18/05

Revised in "Z" Draft (Sheila) on 3/30/05

Removed from "Z: Draft and placed in Classplan on 4/1/05

Revised in Classplan on 7/10/08

Revised in Classplan on 09/04/2014

Replaced in Classplan on 09/04/2014

Revised and Replaced in Classplan: 2/3/2023

Revised and Replaced in Classplan: 4/1/2025 (Edu)