

SENIOR FAMILY SERVICES INVESTIGATOR

464-C

DISTINGUISHING FEATURES OF THE CLASS: This position involves making assignments to and supervising the work of Family Services Investigators. Incumbents also directly participate in research and field investigation of individuals and/or vendors in either child support or public assistance cases. Incumbents are responsible for gathering evidence and documentation, including individual's statements, to develop legally acceptable cases. The work includes attempts to persuade defaulters to make payment and negotiating agreements according to changing personal and financial situations. Work is performed under general direction, with broad discretion permitted in carrying out the details of the work. Supervision is exercised over subordinate staff performing investigative duties.

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.*

Assigns cases to subordinates;

Reviews completed investigations and assists investigators in determining new leads;

Assists in training staff assigned to the Child Support or fraud unit;

May investigate complaints charging recipient or vendor fraud in public assistance programs;

Interviews clients, their relatives, and others to gather information regarding alleged violations of Social Service Laws or to gather information pertaining to child support;

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

Verifies information provided by clients on applications for assistance or child support services; verification may include contacting banks, schools, landlords, employers, governmental agencies, etc.;

Reviews all records related to child support or reported suspicions of public assistance program fraud;

Does research in Social Service Law, rules and regulations to determine type of fraud;

May review evidence and discuss the feasibility of prosecution with the Director of Investigations, Coordinator of Child Support Unit, Family Service Attorney(s) and/or the Office of the District Attorney;

Secures 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 cases;

Prepares and maintains accurate reports for each case describing all steps taken, visits made, witnesses questioned, and facts established for submission to appropriate authorities;

Answers correspondence and inquiries concerning child support or fraud matters from other governmental agencies;

Assists in preparing cases for court hearings and attends and testifies at court hearings when necessary;

Establishes and maintains cooperative working relationships with others;

Determines value and availability of resources for potential legal actions;

Assists in the collection and recovery of monies due the agency and clients involving child support payments;

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

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

TERISTICS: Good knowledge of the procedures, practices and techniques used in criminal investigations; good knowledge of Federal, State and local Social Service Laws and related laws, rules and regulations governing the issuance Social Service Financial Benefits; working knowledge of the Department of Family Services computer programs; working knowledge of procedures of Family and Criminal Courts; ability to plan, assign and supervise the work of others; ability to understand, interpret and analyze financial records and reports; ability to analyze facts and utilize them in making judgments regarding fraud allegations; ability to communicate effectively both orally and in writing; ability to develop and prepare materials for legal actions according to prescribed methods; ability to deal effectively with people; ability to prepare written reports; good powers of observation and perception; good judgment; and tact.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree and two (2) years of investigative experience; or

- (B) Graduation from a regionally accredited college or university or one accredited by the York State Board of Regents with an Associate's Degree and four (4) years of investigative experience; or
- (C) Graduation from high school or possession of a high school equivalency diploma and six (6) years of investigative experience;
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

***NOTE:** Qualifying 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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Last Reviewed: 5/18/05

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Replaces Senior Social Services Investigator and Sr. Support Enforcement Investigator

Placed in classplan book on 10/14/04

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Revised in "Z" Draft on 4/12/05

Placed in classplan on 5/18/05

Revised and Replaced in Classplan: 3/17/2023

Revised and Replaced in Classplan: 5/15/2025 (Edu)