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## CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

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Phone (716) 753-4237 • Fax (716) 753-4686 • Website [www.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us)

### **SOCIAL SERVICES INVESTIGATOR**

**Temporary Full-Time (Up to 3 Months)**

**35 Hrs./Wk. @ \$19.89/Hour**

**No Benefits**

Interested candidates **MUST** complete a Chautauqua County Application for Employment and/or Examination available at [www.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us) click on "Employment." Resumes will not be accepted unless accompanied by an original application. Once application is complete, print and send to the Chautauqua County Department of Human Resources office for consideration.

**Only applicants meeting minimum qualifications listed below will be considered for appointment.**

**DESCRIPTION OF POSITION:** The Chautauqua County Department of Health and Human Services is urgently seeking qualified applicants to help with the COVID pandemic in Mayville, NY. A Social Services Investigator involves research and field investigation of cases where there is allegation or suspicion of improper amounts of payments, failure to make support payments, and attempted or actual welfare fraud. Incumbents are responsible for gathering evidence and documentation, including individuals' statements, to develop legally acceptable cases. The work includes attempts to persuade defaulters to make payment and negotiating or renegotiating agreements according to changing personal and financial situations. The work is performed under general direction with broad discretion permitted in carrying out the details of the work. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

- Investigates complaints charging recipient or vendor fraud;
- Studies public assistance laws and rules and obtains information to determine type of fraud involved and discusses the possibility of placing criminal charges with the county prosecutor;
- Interviews clients, their relatives and others and initiates proper procedure to obtain support or gather information concerning violation of social service laws;
- Interviews unwed mothers and others to obtain information relative to a determination of paternity;
- Makes field visits when needed to obtain information or documents required for public assistance or other programs administered by the Health and Human Services Department;
- Serves as consultant on investigative techniques, as needed, to other Department of Health and Human Services staff;
- Secures evidence and affidavits required by the District Attorney for indictment and prosecution of fraud, support and desertion cases;
- Prepares reports for each case describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;
- Attempts to locate missing respondents;
- Answers correspondence and inquiries concerning support or fraud matters from other government agencies, beneficiaries and respondents;
- Assists the Social Services Attorney in preparing cases for court hearings and attends court hearings when necessary.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS** Good knowledge of investigative techniques used in determining fraud and abuse; good knowledge of public welfare eligibility requirements; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; good knowledge of federal and state social service and related laws and regulations in regard to support, desertion and fraud; ability to be courteous yet firm with the public; ability to develop materials for legal actions according to prescribed regulations; ability to prepare written reports; ability to analyze facts and use them in making judgments; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS** Graduation from a regionally accredited or NYS registered two (2) year college with an associate's degree and two (2) years of experience in investigations, confidential inquiries or evaluation of claims in

the area of credit, criminal, fraud, insurance, public welfare, or tax.

**ADDITIONAL REQUIREMENT:** Ability to meet the regular transportation requirements in carrying out field work assignments at time of appointment and during service in this classification.

Equal Opportunity Employer