



CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

3 N. Erie Street • Room 144 • Gerace Office Building, Mayville, NY 14757-1007 • Email cchrs@chqgov.com
Phone (716) 753-4237 • Fax (716) 753-4686 • Website: Chqgov.com

SOCIAL SERVICES INVESTIGATOR

Permanent Full-Time @ 35 Hours/Week
Salary starts @ \$19.89/Hour w/Benefits

Chautauqua County Department of Health and Human Services is actively seeking qualified applicants to fill a Social Services Investigator position located within the Jamestown, NY location.

Position is full-time, 35 hours per week starting at \$19.89/hour. Chautauqua County Government offers a comprehensive benefit package including Dental, Health, and Vision insurance, Employee Assistance Program, Retirement Savings Programs, Paid Time Off and much more.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

In order to be considered for this position - **ALL** applicants must meet the minimum qualifications listed below* and **MUST** submit an application available on the Chautauqua County Government's website: www.chqgov.com click on "Employment."

Mail completed applications to:

Chautauqua County Department of Human Resources
Gerace Office Building
3 North Erie St – Rm 144
Mayville, NY 14757

Equal Opportunity Employer

SOCIAL SERVICES INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position 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.

MUST MEET 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.