

CLASS SPECIFICATION



CLASS:	Welfare Fraud Investigator	ESTABLISHED:	Prior 1985
ALLOCATION:	Health and Human Services Department	REVISED:	December 2010
FLSA STATUS:	Non-exempt		
UNION AFFILIATION:	DSA		

JOB SUMMARY:

Perform a variety of in-house, field service and legal investigative work for the Health and Human Services Department primarily involving welfare fraud matters; identify overpayments/over-issuances obtained through error or fraudulent methods; responsible for locating a variety of individuals involved in potential welfare fraud cases and for preparing cases for prosecution; may serve subpoenas, warrants and other legal documents and arrest suspects as required and perform related work as assigned.

This is the journey level in the investigative series assigned to the Health and Human Services Department.

CLASS CHARACTERISTICS:

This position reports directly to the Supervising Welfare Fraud Investigator. This class is distinguished from the Supervising Welfare Fraud Investigator in that the latter is the supervisory level in this class series and performs the most complicated investigative functions. This class is further distinguished from sworn staff with investigative assignments in the Sheriff's department or the District Attorney's office by the fact that investigations relate specifically to the area of welfare fraud. Although this is a peace officer position under Penal Code 830.35 it is not designated as 'safety' by PERS for retirement purposes.

EXAMPLES OF DUTIES:

Essential:

- Conduct in-house and field investigations of suspected fraudulent receipt of public assistance aid.
- Locate and interview suspected welfare fraud by using various tracing methods such as accessing D.M.V. records, criminal justice records, and by contacting utilities, law enforcement agencies, credit services, various government agencies, friends and family members and similar means; analyze and evaluate witnesses' testimony.
- Take statements from victims, witnesses, defendants and others connected to a specific case.
- Gather, assemble, preserve and report facts, statements or affidavits and other evidence and documentation and maintain chain of evidence pursuant to issuance of the criminal complaint.
- Request, receive and review information regarding law enforcement investigations pertinent to cases being investigated.
- Prepare and execute search warrants.
- Prepare reports regarding assigned case investigative findings and if appropriate requests the production of a criminal complaint from the District Attorney's office; work with District Attorney staff to develop a viable case.
- Locate and serve subpoenas, summonses, warrants, motions, compelling orders, orders to show cause and other legal documentation to individuals.
- Make arrangement for the repayment of funds fraudulently obtained and follow-up to enforce actions for collection of such funds.
- Provide assistance to other law enforcement jurisdictions by locating individuals and serving various legal documents; arrest persons violating court orders, bench warrants or interfering with enforcement of writs when related to welfare fraud.
- Testify in court as required.
- Transport clients to court or to detention facilities.
- Maintain accurate records of cases and service; prepare investigative and administrative reports as required.
- Provide security presence and safety supervision at a designated evacuation center or shelter during a situation involving Yuba County disaster response.
- Carry a firearm and other applicable law enforcement safety equipment and maintain applicable proficiency certifications.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Provide information to the public over the telephone and in person regarding rules and regulations relating to welfare fraud investigations.
- Respond to disturbances posing a risk of harm to the public or staff, within social services facilities or parking lot areas.
- Use standard office equipment, including a computer, in the course of the work.
- Drive a vehicle to visit sites under investigation, collect information and transport witnesses and others.

EMPLOYMENT STANDARDS:

Knowledge of:

- Law enforcement terminology and methods, including rules of evidence and of civil and criminal service procedures.
- Policies and procedures related to criminal and fraud investigative work and the location of persons.
- Procedures for the collection, identification and storage of evidence.
- Search warrant and subpoena preparation and execution.
- Provisions of the Penal Code of the State of California.
- Applicable federal and California court decisions, laws, codes and regulations.
- Principles and techniques of interrogation and interview.
- Case management and analytical techniques.
- Safety principles, practices and equipment related to the work, including those related to the use of firearms.
- Computer, electronic recording, and photographic applications related to the work.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, often where relations may be confrontational or strained.
- Record keeping principles and practices related to investigations and case preparation.

Skill in:

- Applying and explaining federal, state and local laws related to the service and enforcement of civil processes.
- Conducting welfare fraud investigations independently and effectively.
- Effectively analyzing situations, remaining calm and adjusting actions in relation to others' actions in tense or hazardous situations.
- Persuading others to mitigate their behavior and diffuse a potentially confrontational situation.
- Being aware of others' reactions and understanding why they react as they do.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Making rapid, sound, independent judgments within legal and procedural guidelines.
- Maintaining accurate records and files.
- Operating photographic, recording and graphic equipment.
- Preparing clear and concise written reports, correspondence and other written materials.
- Verbally presenting investigative findings or testimony in a clear, logical, and concise manner.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical deadlines.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability to:

- Develop specific goals and plans to prioritize and organize own work and meet critical deadlines.
- Understand and follow oral and written direction to perform required tasks.
- Gather, assemble, analyze and evaluate pieces of information, facts and evidence to draw logical and valid conclusions (including finding a relationship among seemingly unrelated events).
- Communicate information and ideas effectively and so others will understand.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.

- Tell when something is wrong or likely to go wrong.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Deal effectively with manipulative, hostile or antisocial behavior in others.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Assess the credibility of witnesses and appropriately articulate in writing.
- Maintain department issued firearm and safety equipment in working condition.
- Drive a County motor vehicle to visit sites under investigation and transport witnesses and others.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group II) which will measure the ability to:

- See well enough to read fine print and view a computer screen for prolonged periods of time; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to work in a typical office and/or public safety setting.
- Strength and stamina to stand and/or walk for an extended period of time.
- Strength to control, restrain, arrest and/or eject individuals or use physical force as needed.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- A typical public safety environment.
- Works in all types of communities throughout Yuba County and neighboring counties.
- Work with exposure to individuals who may be hostile or place the incumbent in a potentially harmful situation.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment.
- Possess and maintain California PC 832 with firearms certification.
- Possess and maintain California P.O.S.T. Specialized Investigators' Basic Course or P.O.S.T. Basic Certificate.

Special Requirements:

- Must meet the State of California requirements for peace officer status, including: passing a detailed background investigation with a fingerprint check, having no felony convictions, passing a medical and psychological exam, being at least 18 years of age, being a U.S. Citizen or a permanent resident alien who is eligible for and has applied for citizenship.
- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting and a credit check.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Two years of college (60 semester units) from an accredited college or university with major coursework in law enforcement, administration of justice, criminology or a related field and at least four years full-time patrol or investigative experience.

PREFERRED: In addition to the minimum, a Bachelor's Degree in Administration of Justice, Criminology or a related field, and additional years of experience in a sworn peace office position.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Health & Human Services Approval:
Suzanne Nobles
Date:

EEOC: D
WC: 7720

Human Resources Approval: Iva
Seaberg
Date:

Signature: _____

Signature: _____