

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 02/11/08
Approved by OTDA:

RESOURCE INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves the investigation and verification of information supplied by applicants/recipients for the various programs administered by the Oneida County Department of Social Services, and conducts internal agency investigations. The incumbent makes initial and follow-up field visits to all applicants to insure and verify factors of eligibility for services such as, whether a household is in need of assistance and/or to prevent fraud and abuse of services provided. Much emphasis is placed on verifying and obtaining facts which support the resources, residency, and household composition data during the investigation process. The incumbent works under the general supervision of a higher ranking senior investigative employee. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES:

Makes initial home visits to verify residence of welfare applicants and recipients as well as household composition;
Advises the case work staff on matters where there has been any resource adjustment of applicants/recipients;
Searches official records in various agencies for legal records such as real property, court reports, and various others are kept to verify information submitted by clients;
Reviews and evaluates all financial documents which include but are not limited to bank accounts, security holdings, life insurance, real estate, and other personal property;
Makes collateral contacts with banks, lawyers, officials of other agencies insurance agents, and others regarding income and resources where necessary;
Conducts internal agency investigations;
Interviews and monitors clients for potential resource and windfalls or expected income;
Conducts correspondence and keeps records and data as required;
Prepares reports as necessary;
May make home visits;
Maintains a continuous case file of progress and results of investigations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Working knowledge of investigative techniques used in determining the financial status and resources of individuals; working knowledge of Federal and State Social Services Laws as they affect the eligibility for financial assistance; ability to probe and further investigate any details relative to any and all resources that would affect applicants/recipients contacts; ability to prepare and interpret written material; ability to conduct field visits.

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MINIMUM QUALIFICATIONS: Either:

- (A) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology or a related field** ; **OR**
- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology or a related field** **AND** one (1) year experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service*.

***Customer Service:** Cashier experience will not be acceptable as a qualification.

****Related Field:** May include the fields of business, criminal justice

NOTE: Verifiable part-time/and or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner. The incumbent must possess a valid New York State driver's license at time of appointment and must maintain license throughout appointment.

Adopted: 03/13/92

Revised: 06/13/96, 06/18/96, 08/05/96, 02/12/97, 05/21/01, 02/11/08