

## COUNTY OF SOLANO

### WELFARE FRAUD INVESTIGATOR MANAGER

#### **DEFINITION**

Plans, organizes and manages a unit responsible for prevention, detection and investigation of welfare fraud; develops and implements programs to prevent, detect and investigate incidents of welfare fraud; serves as a member of the department's management team.

#### **CLASS CHARACTERISTICS**

This single position class is characterized by the responsibility to develop and implement programs to prevent, detect and investigate incidents of welfare fraud, as well as to support prosecution of such cases. The incumbent functions within the Health and Social Services Department, coordinating closely with prosecuting attorneys and other court officials.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Health and Human Services Director.

Exercises supervision over technical and clerical staff.

#### **EXAMPLES OF DUTIES** –*Duties may include but are not limited to the following:*

Manages technical and support staff engaged in fraud investigation and fraud-related detection/prevention activities; reviews and approves investigative reports on major cases to determine feasibility of forwarding such for criminal and/or civil prosecution or recovering overpayments through available administrative avenues; reviews, initiates and processes personnel actions, documents, and forms.

Develops and conducts specific skills and training agendas.

Ensures unit and department compliance with State and Federal Welfare Fraud regulatory and statutory authority, applicable local policy and professional practice through the development and implementation of operational policy and procedure; reviews and evaluates the operational impact of proposed legislation and regulations.

Directs operational policy with prosecuting attorneys to ensure that adequate documentation, evidence and trial preparation is provided; coordinates with eligibility/program managers and Deputy Director to report investigation and disposition of alleged major department fraud violations; serves as the department's authority on welfare fraud issues; attends departmental meetings.

Compiles or directs the preparation of narrative and statistical reports on fraud activity, trends and

patterns; maintains workload and work production records.

Directs and/or participates in sensitive and/or complex fraud investigations; may be assigned to conduct special investigations involving misconduct or violations of work policies and procedures by departmental employees; reviews and processes citizen complaints against police officers.

Oversees and manages the Overpayment Recovery Unit in identification of stolen public assistance funds; oversees and manages Quality Control Unit in determining error rates in the Food Stamp Program; oversees and manages the Administrative Hearing Unit in defending positions and actions of the department on adverse actions in public assistance cases.

Serves as the liaison with the County Department of Human Resources/Risk Division on all safety issues including but not limited to chairing the Department Safety Committee

May be assigned additional management and/or administrative responsibilities; makes public presentations, develops and conducts specific skills and training and represents the department as assigned, including liaison with Federal and State Fraud Control staff. Oversees and manages fleet vehicles.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles, practices and techniques of fraud investigation.

California Penal Code and Welfare and Institutions Codes relating to welfare fraud.

Laws of search, seizure and arrest; rules of evidence.

Courtroom procedures.

Interviewing and interrogation techniques.

Investigative report writing techniques.

Methods used in identification, evaluation and presentation of evidence.

Federal and state regulations and County policy and procedure concerning welfare fraud.

Principles and practices of management and supervision.

Fraud detection programs; operational policy regarding procedures for computing overpayments.

**Skill to:**

Operate office equipment including a personal computer, copy and fax machines and printers.

**Ability to:**

Plan, organize and administer an effective Fraud Prevention Detection and Investigative Program.

Manage investigative and support staff.

Analyze, interpret and maintain currency in operational laws, regulations and policies.

Prepare, review and evaluate investigative reports.

Determine proper channels of case disposition.

Coordinate policy with prosecuting attorneys.

Consult with department staff on matters related to detection and prevention of fraud.

Develop and implement operational procedures.

Identify and analyze administrative problems and implement operational changes.

Determine the appropriate course of action in emergency or stressful situations.

Project the consequences of decisions; communicate effectively both verbally and in writing.

Demonstrate tact and diplomacy; maintain cooperative working relationships.

Communicate clearly and concisely, both orally and in writing; compose correspondence independently.

**EXPERIENCE AND EDUCATION/TRAINING**

**Experience:**

Five (5) years of experience in investigations work, two of which must have been as a Supervising Welfare Fraud Investigator in Solano County or its equivalent in another agency.

**Education/Training:**

A Bachelor's degree is required from an accredited college or university, preferably in

Criminal Justice, Sociology, Psychology or a closely related field.

### **SPECIAL REQUIREMENTS**

Candidates for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

Must successfully complete P.O.S.T Basic Investigator course as a condition of passing probation.

Possession of, or ability to obtain, a valid California Class C driver's license may be required.

Independent travel may be required.

Positions allocated to this class are required to pass a physical examination.

Candidates for Welfare Fraud Investigations Manager will be required to pass a background investigation and psychological evaluation in accordance with applicable law, regulation and/or policy.

Incumbents in this class have limited peace officer powers as delineated in the California Penal Code and must, therefore, meet training requirements in accordance with Penal Code, Section 832 which includes the successful completion of a P.O.S.T. approved firearms training program and continuing on-the-job weapons familiarization and qualification and situational training and demonstrated proficiency in the use of firearms.

### **SUPPLEMENTAL INFORMATION**

Incumbents may be expected to work outside of normal office hours.

Incumbents hold peace officer powers pursuant to Section 830.35 of the California Penal Code, however, it is not considered an active law enforcement classification for such personnel administrative matters as retirement, industrial disability or workers' compensation.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

**Environmental Factors:** Requires the ability to work under conditions where exposure to environmental factors poses a moderate risk of moderate injury or illness.

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Director of Human Resources

**Established Date:**

**Revised Date:** February 2003

**BOS Date:** June 30, 2003

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