

**Medina County
Job and Family Services**

Position Description

Division:	Business Services
Unit:	Administration
Supervisor:	11100.0

Classification:	Investigator	Working Title:	Investigator
Class Number:	30142-Medina	Position Control Number:	11307.0
Status:	Bargaining	Pay Range:	27

Summary of Essential Duties

Under the direction of the Investigation Supervisor, conducts in-house and/or field investigations to gather information, evidence and verifications to substantiate allegations of overpayment and/or public assistance fraud. Refers cases for county conference, state hearings, collections in small claims court, and/or in-house legal staff and/or county prosecutor for repayment agreement, prosecution or program disqualification. The Investigator initiates and monitors overpayment collection, determines the reason for overpayments and assigns appropriate distinction as necessary.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Conducts in-house and/or field investigations.
5. Determines if an overpayment exists and the category of the offense.
6. Processes fraud and non-fraud cases.
7. Prepares cases for court proceedings, assists in criminal prosecution and testifies in court for potential welfare fraud. Issues Administrative subpoena.
8. Conducts interviews with recipients, obtains agreements of repayments and processes cases for grant reduction.
9. Assists eligibility staff and/or conducts investigations including field work to determine family/household composition. Notifies Eligibility Specialist of Intentional Program Violation (IPV) establishment.
10. Creates and maintains reports and files for the Benefit Recovery Unit via agency databases and maintains the ABACUS system.
11. Performs clerical tasks (i.e., updating files, making copies, proofreading reports, posting payments in CRISE and internal database, maintaining accurate records and files, organizing case records, typing correspondence and dictation, scanning case records)
12. Prepares public assistance fraud cases scheduled for prosecution in civil and criminal court

- to include all necessary evidence, verifications, prosecution summary and other required information. Testifies in court and participates in State Hearings or County Conferences as needed.
13. Cooperates with law enforcement, judicial and government officials (e.g., County Prosecutor, law enforcement, judges) to assist in criminal prosecutions, repayment or other avenues of resolution.
 14. Attends meetings and training as needed.
 15. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
 16. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal and State laws, rules and regulations governing public assistance programs; local laws, rules and regulations, both past and present; Social welfare issues; procedures for determining public assistance program eligibility; investigation methods; legal procedures; interviewing procedures; intermediate mathematical principles; computer operations; program implementation.

Skill in: Organization; oral communication; interviewing; computer operations; typing; data entry; writing; dealing with the public; basic mathematical operations..

Ability to: Compile case documentation; extract information from various sources; collect data; deal with the public; listen to problems or issues and provide responses or explanations; represent the agency in civil and criminal court proceedings; maintain accurate records; handle contacts with outside agencies; interview; prepare correspondence; explain legal or technical issues to others; search data base for leads in investigation; use computers; enter data; work with the elderly, physically and mentally challenged; investigate Early Detection and Prevention (EDP) warnings; investigate Benefit Recovery alerts; perform mathematical operations; monitor enforcement cases; complete overpayment reports.

Qualifications

An Associate Degree or higher in psychology, social work, criminology, law enforcement or related field, and a minimum of one (1) year experience in a position in eligibility services or higher involving the determination of client eligibility for public assistance programs and/or conducting investigations of public assistance fraud or benefit recovery

or

Currently pursuing an Associate Degree with a minimum of fifteen (15) credit hours completed and a minimum of three (3) years experience in a position in eligibility services involving the determination of client eligibility for public assistance programs and/or conducting investigations of public assistance fraud or benefit recovery,

or

Completion of a minimum of ten (10) Core program hours and a minimum of five (5) years experience in a position in eligibility services or higher involving the determination of client eligibility for public assistance programs and/or conducting investigations of public assistance fraud or benefit recovery.

Additional Requirements

- Must successfully undergo BCI background check
- Successfully complete an alcohol and drug screening
- Possess a valid Ohio Driver's License
- Provide proof of eligibility to work in the United States.

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes), odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid; may be required to lift up to 40 pounds (i.e., computer components, supplies).

Investigator P.C.N. 11307.0

List Position Numbers and Class Titles of Positions directly supervised:	Signature of Agency Representative:	Date:
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