

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Income Maintenance Investigator II
Department: Social Services
Revised : March 2015

Class : Paraprofessional
FLSA : Non-exempt

This job description supersedes any prior description for the Income Maintenance Investigator II classification.

GENERAL DESCRIPTION

Special investigative work in the area of fraud as related to the determination and redetermination of applicants' eligibility for public, medical, or food and nutrition assistance. Work is supervised by the Income Maintenance Supervisor II, who reviews work through analysis of reports submitted, periodic conferences, and periodic evaluations of work performed.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Responds to allegations of fraudulent application for public, medical, or food and nutrition assistance from the general public, law enforcement officials, State Office of Personnel and other community and governmental agencies; researches and compiles information relating to case; interviews clients filing allegedly fraudulent applications; interviews other parties who may have relevant information concerning investigations such as neighbors, employers, or landlords; discusses investigations with supervisor; makes decisions and determines disposition of investigative cases.

Arranges for repayment of assistance if it was erroneously applied for without fraudulent intent; arranges administrative fraud hearings with a hearing officer for clients alleged to have had fraudulent intent in applying for assistance; testifies at hearings, and arranges for repayment of assistance if fraudulent action is determined.

Consults with departmental attorney and Social Services Board about referral of fraudulent actions to courts; draws and files warrants; testifies in court; assist District Attorney with prosecution.

Establishes a collection record when overpayment or over-issuance occurs; negotiates a repayment agreement with client; monitors claims for collection status; utilizes many different methods and sources for collection activity including garnishments, tax intercept, and small claims court.

Serves as program consultant and technical advisor to the eligibility staff; trains staff on interviewing techniques, policy application, and case review in order to reduce the occurrence of program violations and errors.

Maintains a variety of records; prepares a variety of reports.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

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KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of laws, rules, regulations, and procedures used in determining assistance eligibility.

Thorough knowledge of investigative procedures and techniques.

Considerable knowledge of the procedures involved in administrative hearings and judicial court cases.

Good mathematical reasoning and computational skills.

Ability to recognize, collect, and evaluate evidence to support actions.

Ability to communicate effectively with applicants, community agencies, law enforcement agencies, and judiciary personnel to obtain or present pertinent data, and to negotiate agreement and/or cooperation.

Ability to establish and maintain effective working relationships with other employees, representatives of other agencies, officers of the court, and the general public.

Ability to effectively present information orally or in written form.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work includes operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college or university in Human Services, Business Administration, Criminal Justice, or relevant area and one year of experience as an Income Maintenance Caseworker; or an Associate's Degree from an accredited college in Human Services, Business Administration, Criminal Justice, or relevant area and two years of experience as an Income Maintenance Caseworker; or high school diploma and three years of experience as an Income Maintenance Caseworker or Investigator; or high school diploma and two years of investigative experience in credit, legal, or law enforcement work plus 18 months of experience as an Income Maintenance Caseworker or Income Maintenance Investigator; or an equivalent combination of education and experience. A valid driver's license is required.

**This job description does not create an employment contract,
implied or otherwise.**