

INCOME MAINTENANCE INVESTIGATOR II

General Definition of Work:

Performs difficult paraprofessional work involving 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 through the Department of Human Services. Work is circumscribed by a variety of federal, state and county court decisions, laws, policies, regulations and procedures. Work is performed under regular supervision.

FLSA: non-exempt

Essential Functions:

- **Responding 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.**
- **Researching and compiling information and evidence relating to case including interviewing clients filing allegedly fraudulent applications and other parties who may have relevant information such as neighbors, employers, or landlords.**
- **Deciding on a course of action either in dismissing the case, arranging with the client for repayment or presenting the case in an administrative hearing or to the district attorney for prosecution.**
- **Arranging for repayment of assistance if it was erroneously applied for without fraudulent intent.**
- **Arranging administrative fraud hearings with a hearing officer for clients alleged to have had fraudulent intent in applying for assistance.**
- **Testifying at hearings, and arranging for repayment of assistance if fraudulent action is determined.**
- **Establishing a collection record when overpayment or over-issuance occurs. Arranging repayment agreements with clients. Monitoring claims for collection status.**
- **Utilizing many different methods and sources for collection activity including garnishments, tax intercept, and small claims court.**
- **Maintaining and preparing a variety of records, files and reports. Maintaining confidentiality.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Typical Tasks:

- Consults with departmental attorney about referral of fraudulent actions to courts; testifies in court; assist District Attorney with prosecution.
- 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.
- Reconstructs the case files and analyzes these files against current income maintenance regulations, rules and procedures, as well as those that were in effect at the time of the alleged error or fraud.
- Responds to inquiries from clients and citizens regarding fraudulent reports, repayment agreements and active cases.
- Requests and reviews surveillance from outside vendors.
- Operates computer terminal entering and retrieving data from the appropriate state and county systems.
- Produces monthly reports.
- Operates computer, scanner, calculator and other standard office equipment incident to maintaining records.
- Travels to homes, schools, other locations within the community to conduct investigations.
- Participates in ongoing training as required.
- Participates in teams, task forces, committees, job fairs, off-site applications and outreach activities as assigned.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of laws, rules, regulations, and procedures used in determining assistance eligibility and of investigative procedures and techniques. Considerable knowledge of the procedures involved in administrative hearings and judicial court cases. Good mathematical reasoning and computational skills. Working knowledge of standard office procedures, practices and equipment. Skill to use a variety of office machines, computers, applicable software and typing. Ability to recognize, collect, and evaluate evidence to support actions; to communicate effectively with applicants, community agencies, law enforcement agencies, judiciary personnel and with persons of

varied social, economic, cultural and educational backgrounds; to obtain or present pertinent data; to negotiate agreement and/or cooperation; to understand and follow oral and written directions; to establish and follow detailed work procedures; to prepare and maintain accurate records and reports; to maintain composure, keeping emotions in check, even in difficult situations; to attend work regularly; to effectively present information orally or in written form; and to establish and maintain effective working relationships with other employees, representatives of other agencies, officers of the court, and the general public.

Education and Experience:

Requires an associate degree in human services, paralegal technology, criminal justice, business administration or closely related curriculum and two years of experience as an income maintenance caseworker or investigator; or graduation from high school and three years of experience as an income maintenance caseworker or investigator; or graduation from high school and two years of investigative experience in credit, legal, or law enforcement work plus eighteen months of experience as an income maintenance caseworker or investigator. Income maintenance caseworker/investigator experience must be within the past five (5) years. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients; the worker is not subject to adverse environmental conditions.

Special Requirements:

Position may occasionally require working before/after normal business hours to meet the needs of families/clients. May require possession of an appropriate driver's license valid in the state of NC.

This classification is distinguished from level I investigator by the amount of independence in the decision-making process and by the employees' substantial involvement in the administrative hearing and judicial process.

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