

COUNTY OF SOLANO
CLASS SPECIFICATION
WELFARE FRAUD INVESTIGATOR SUPERVISOR

Effective Date of Revision:- 03.13.19

CLASS SUMMARY:

Under general direction, plans, organizes, supervises and participates in the work of the Special Investigations Bureau of the Department of Health and Social Services engaged in conducting investigations of cases involving public assistance eligibility, theft, fraud, and forgery, as well as other investigations such as threats against department employees and damage to public property; serves as a member of the department's management/supervisory team.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the:

- **Chief Welfare Fraud Investigator** class by the latter's responsibility for the overall management of the Welfare Fraud Investigation Bureau.
- **Welfare Fraud Investigator** class which conducts routine and complex investigations, regarding public assistance eligibility, theft, and fraud, as well as other investigations.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by the Chief Welfare Fraud Investigator.
- Employees in this class supervise Welfare Fraud Investigators, and/or other technical/paraprofessional classes.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Performs supervisory duties over Welfare Fraud Investigators such as:
 - assigning work and planning and scheduling staff's work activities and deadlines;
 - establishing standards for acceptable work products and evaluating performance;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - proposing disciplinary actions;
 - interviewing applicants and recommending selections;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained and that they are scheduled for or have received required training or needed formal training;
 - providing instruction and/or guidance to employees in handling difficult or complex work problems;
 - reviewing and approving timesheets and requests for leave;
 - ensuring unit compliance with established policy, procedures and legal requirements;
 - providing technical assistance and advice on difficult clients and cases; and,

- communicating, supporting and enforcing County and Department policies and procedures including those related to equal opportunity and to safety.
- Assists management in the administration of the Bureau by:
 - participating in the administration of the Bureau's budget by submitting budget recommendations, monitoring expenditures and approving routine purchases;
 - reviewing work Bureau procedures, practices and work methods to increase the effectiveness and efficiency of operations;
 - answering inquiries from the public and other agencies;
 - establishing and maintaining inter-agency rapport and cooperation;
 - monitoring the achievement of goals and objectives of the Bureau; and,
 - assisting in the evaluation of department programs and operations.
- Directs the operational activities of the Bureau by:
 - reviewing referred cases to determine priority and type of action required;
 - assigning cases;
 - reviewing case progress and concerns and recommending action;
 - reviewing and approving reports of investigation for sufficiency and documentation and adequacy of charges;
 - coordinating investigative and training efforts with local, state and federal law enforcement agencies; and,
 - advising departmental personnel in methods of fraud detection and prevention.
- Conducts felony level criminal and internal investigations when a conflict of interest exists.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Associate's Degree or higher from an accredited college or university in Criminal Justice, Criminology, Law Enforcement, Police Science, or a closely related field; or a California Intermediate Post Certificate can substitute for education requirements.
AND
- **Experience:** Three years of full-time paid law enforcement experience working primarily in criminal investigations in a government agency, one (1) year of which must have been as a Welfare Fraud Investigator or equivalent in a government agency.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Possession of a valid and current P.O.S.T Specialized Investigator Basic Course (SIBC), valid and current California Peace Officer Standards and Training (P.O.S.T.) Basic, Intermediate or Advanced Peace Officer Certificate, or Possession of a Basic Course Waiver (BCW) is required.
- Applicants are required to possess a valid California Driver's License, Class C.

Note: All training must be in compliance with the POST three-year rule and all licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Standard and accepted principles and practices of supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- The principles, practices and techniques of civil and criminal investigation
- Courtroom practices and procedures.
- Law enforcement/criminal justice and other automated information systems used in criminal investigation activities.
- Laws, regulations and policies applicable to work performed such as: California Penal Code, Health and Safety Code, Welfare and Institutions Code, Evidence Code, Federal Rules of Criminal Procedures, and California Department of Social Services Manual of Policies and Procedures.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, investigative reports, and narrative reports.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan, organize and supervise work of technical staff engaged in conducting fraud investigations.
- Analyze, interpret and maintain currency in laws, regulations and policies relating to public assistance.
- Evaluate the statements of witnesses and suspected violators.
- Review and evaluate investigative reports.
- Understand and apply provisions of laws applicable to fraud, search and seizure, evidence and arrest.
- Analyze situations accurately and take appropriate course of action.
- Project consequences of decisions.
- Deal with potentially hostile people of diverse socio-economic backgrounds.
- Research regulations, procedures and/or technical reference materials.
- Recognize and respect limit of authority and responsibility.
- Maintain confidentiality of information.
- Work effectively with others who have objectives counter to assigned role.
- Understand program objectives in relation to department goals and procedures.
- Secure cooperation and teamwork among professional and/or support staff.

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- Organize and prioritize work assignments.
- Properly use and safeguard firearms as well as other less-lethal weapons such as batons, asps, and pepper spray.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling – Heavy work:** Positions in this class require exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and /or up to 20 pounds of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, view a computer terminal, read, etc. Positions in this class also required employees to have depth perception in order to operate a motor vehicle. Employees in this class must have the visual acuity to make observations of surroundings and must demonstrate color vision sufficient to distinguish colors in order to describe events in an accurate manner.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word. Detailed or important instructions must often be conveyed to others accurately, loudly, and/or quickly.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will occasionally be working in an office setting preparing reports, researching laws and regulations, examining evidence, etc. as well as in homes, office buildings, businesses, etc. interviewing witnesses, conducting surveillance, collecting evidence, etc.
- **Outdoor Work:** Employees in this class will often be working outdoors and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- **Traffic Hazards:** Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** Employees in this class are subject to disruptive and confrontational people.
- **Working Alone:** Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends, and thus may working alone for extended periods of time.
- **Working in Areas Which Restrict Movement:** Employees in this class will be working in cars, small interview rooms, etc. and may need to conduct searches in attics, crawl spaces under homes, etc.

OTHER REQUIREMENTS:

- Candidates for Welfare Fraud Investigator Supervisor will be required to pass an extensive background investigation physical examination and psychological evaluation in accordance with applicable law, regulation and/or policy.

- Peace Officer Requirements:
 - Applicants must meet minimum peace officer standards concerning citizenship, age, character, education and physical/mental condition as set forth in Section 1029 and 1031 of the California Government Code.
 - Child Abuse Reporting: Selectees 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.
 - Language Proficiency: Some positions allocated to this class will require the applicant to speak, read and write in a language in addition to English.
 - Independent Travel: Incumbents are required to travel independently, for example, to perform investigative work such as interviewing witnesses, conducting surveillance, etc.; to attend meetings with other County employees; to attend meetings with employees in other law enforcement agencies; etc.
 - Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, and after normal business hours.

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

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 6/11/2015
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class: 11/1994
- Class Code: 415060