

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPPORT INVESTIGATOR **GRADE:** 09
TITLE ABBREVIATION: SUP INVEST **TITLE NO.:** 6619
JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** TE **FLSA CODE:** NE
DEPARTMENT: SOCIAL SERVICES **DIVISION:** SUPPORT UNIT
SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position in the Support Unit in the Department of Social Services. Incumbents in this position are responsible for investigations regarding paternity establishment and child support enforcement. Work involves responsibility for investigating, compiling and providing information relative to Child Support Collection cases. Work is carried out in accordance with established policies and procedures, and involves conducting investigations to determine the location and financial status of individuals legally responsible for the support of dependent children of public assistance recipients. Work is performed under the general supervision of the Coordinator of Child Support Enforcement or the Support Investigations Supervisor with latitude to exercise initiative and independent judgement in carrying out the details of the work. Supervision may be exercised over the work of designated clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Reviews referrals received from Income Maintenance for necessary investigations;
2. Conducts investigations to determine the whereabouts of individuals who are legally responsible for the support of assistance recipients;
3. Researches and compiles information regarding the financial status of legally responsible relatives;
4. Interviews relatives in an attempt to obtain an agreement of voluntary provision;
5. Compiles information necessary to obtain a Family Court order in local and distant jurisdictions which directs individuals to make support payments when a voluntary agreement for payment cannot be reached;

6. Reviews and prepares information for use by Senior Support Investigators for presentation in Family Court;
7. Refers cases to State Parent Locator Service when local investigations fail to locate an individual;
8. Determines client credibility; refers cases of suspected fraud to the Special Investigations Unit;
9. Establishes and maintains a close working relationship with Family Court personnel, law enforcement agencies and appropriate government and county agencies;
10. Maintains and compiles detailed case records and files.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of federal, state and local social service laws and programs; good knowledge of investigative interviewing techniques; ability to understand and interpret laws concerning support cases; ability to establish and maintain successful relationships with others; ability to operate a computer keyboard; ability to follow oral and written instructions; ability to prepare and present material both orally and in writing; initiative; tact; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Successful completion of a one year traineeship as a Support Investigator Trainee.

ADOPTED: July 26, 1990

REVISED: February 12, 1991

REVISED: 4/17/00 kmg

EEO CODE UPDATE: 7/19/12