

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPPORT INVESTIGATOR TRAINEE **GRADE:** 08
TITLE ABBREVIATION: SUP INVEST TR **TITLE NO.:** 6621
JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE
DEPARTMENT: SOCIAL SERVICES **DIVISION:** SUPPORT UNIT
SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: This is a trainee position in the Support Unit in the Department of Social Services. Trainees receive on-the-job training while performing increasingly responsible and independent work involving 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 judgment in carrying out the details of the work. Upon the successful completion of the training program, the employee is promoted to the full performance position of Support Investigator without further examination. Supervision may be exercised over the work of designated clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Learns to review referrals received from Income Maintenance for necessary investigations;
2. Learns to conduct investigations to determine the whereabouts of individuals who are legally responsible for the support of assistance recipients;
3. Learns to research and compile information regarding the financial status of legally responsible relatives;
4. Learns to interview relatives in an attempt to obtain an agreement of voluntary provision;
5. Learns to compile 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. Learns to review and prepare information for use by Senior Support Investigators for presentation in Family Court;
7. Learns the procedures to refer cases to State Parent Locator Service when local investigations fail to locate an individual;
8. Learns to determine client credibility; refers cases of suspected fraud to the Special Investigations Unit;
9. Learns to establish and maintain a close working relationship with Family Court personnel, law enforcement agencies and appropriate government and county agencies;
10. Learns to maintain and compile detailed case records and files.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of investigative techniques used in determining the location and financial status of individuals; working knowledge of federal, state and local social service laws and programs; working 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 judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Completion of sixty (60) credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of paid work experience in examining, investigating, or evaluating claims for assistance or a similar program operating under established criteria for determining financial eligibility.
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

ADOPTED: February 12, 1991
REVISED: 4/17/00 kmg
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