

CHIEF WELFARE FRAUD INVESTIGATOR

DEFINITION

Under general direction, plans and manages the activities and personnel supporting and performing investigative work related to cases of suspected welfare fraud and violations of public assistance laws and regulations; conducts skilled, difficult, and sensitive investigations; develops, interprets, implements, and evaluates programmatic/operational improvements, policies, and procedures for the Special Investigation Unit; serves as the Health and Human Services Agency's Safety and Security Coordinator; and ensures compliance with Federal and State welfare regulatory and statutory authority.

DISTINGUISHING CHARACTERISTICS

The Chief Welfare Fraud Investigator is a single-position management sworn peace officer classification responsible for the activities and operations at the Special Investigation Unit of the Health and Human Services Agency (HHS). The incumbent exercises considerable independent judgment and discretion in staff supervision and delegated administration including the prioritization and coordination of HHS mandates, goals, and objectives. The incumbent, as needed, conducts the most sensitive and complex public assistance fraud investigations, oversees HHS safety and security, and has administrative responsibilities for formulating policies and procedures associated with welfare fraud prevention, detection, and resolution. The incumbent receives direction from the Service Center Branch Director or Deputy Branch Director.

The Chief Welfare Fraud Investigator is distinguished from the Welfare Fraud Investigator II in that the latter is the journey level class responsible for performing investigative work.

The Welfare Fraud Investigator class series is distinguished from other investigative classes in that positions in the former class series are designated to be specialized peace officers pursuant to the California Penal Code Section 830.35 (a) for the purposes of welfare fraud investigation.

ESSENTIAL FUNCTIONS

Duties may include, but are not limited to, the following:

- Directs activities of an investigation unit including coordination and monitoring multi-agency investigations for alleged or suspected violation of laws where multiple jurisdictions are involved; establishing and maintaining inter-agency rapport and cooperation; providing confidential information to Federal, State and local agencies and responding to inquiries from the public; and coordinating with prosecuting attorneys on investigative support needs, presentation of evidence, credibility/sequence of witnesses, and other matters related to pre-trial preparation.
- Reviews and approves completed investigative reports and correspondence for completeness, accuracy, appropriateness, and compliance with applicable laws and regulations.
- Supervises, provides technical guidance and training, assigns, and evaluates the work of subordinate personnel performing investigative tasks related to welfare fraud and

violations; ensures subordinates have or stay current on mandated trainings and licenses/certifications (e.g., safe handling and storage of firearms; Specialized Investigator's Basic Course; and Peace Officer Standards and Training).

- Establishes standards for acceptable work products and evaluating performance; participates in hiring interviews and personnel selections; initiates and implements disciplinary actions and terminations; provides and recommends career development mentoring and training opportunities to ensure staff are properly trained; and recognizes employees' work efforts and accomplishments.
- Stays informed of current, interprets, explains, and ensures adherence to court rulings, laws, rules, and regulations relating to welfare fraud investigations, accesses data from the California Law Enforcement Telecommunications System (CLETS), and HHS policies and procedures, including assessing the risk associated with providing investigative services and recommending changes to increase the effectiveness and efficiency of operations.
- Advises, assists in, and conducts difficult and sensitive investigations including deciding on the types of investigations to conduct, methodologies to use, and whether to conduct follow-up investigations.
- Locates suspected persons, witnesses, and other relevant parties using a variety of surveillance and tracing methods including obtaining and/or assisting with the issuance of search warrants and subpoenas.
- Interviews, obtains, and evaluates statements from a variety of parties including suspected persons, witnesses, complainants, public assistance personnel, and representatives of businesses or other governmental agencies to obtain facts and credible evidence to verify or refute allegations of fraud.
- Communicates, confers, and maintains liaison with the courts, District Attorney's Office, HHS executive team, and law enforcement and regulatory agencies on matters relating to investigations and acquisition of required information.
- Oversees the compilation and maintenance of thorough investigative activities, records, reports, and caseload statistics and directs and participates in the preparation of the Special Investigation Unit's annual budget.
- Arranges for the collection of evidence; assembles and prepares evidence for presentation in court; and testifies in court or State hearings on findings and results of investigations.
- Serves as the HHS's Safety and Security Coordinator by leading the Safety Committee; providing recommendations regarding security and safety issues to management; developing and implementing safety plans in accordance with California Occupational Safety and Health Administration regulations and County's risk management and safety programs; ensuring the security of staff, property, facilities, and members of the public; coordinating and monitoring the work of contractors and reviewing invoices to ensure compliance with contract terms and provisions; and conducting safety and security training for staff and contracted security officers.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education: Graduation from an accredited four-year college or university; AND

Experience: Five (5) years of journey level experience in investigative law enforcement work or three (3) years working as a supervisor over sworn peace officers.

Substitution: Additional years of experience working as a supervisor over sworn peace officers may substitute for up to two years of the required education.

Peace Officer Status and Certification Requirement: Individual in this position is a peace officer as defined in 830.35(a) of the California Penal Code. As such, at the time of appointment, the incumbent must meet the Peace Officer Standards and Training (POST) stipulated in Sections 1029 – 1031 of the California Government Code.

In accordance with Section 832.25(a) of the California Penal Code, the Chief Welfare Fraud Investigator shall attend and complete a California Commission on POST approved Specialized Investigators Basic Course (SIBC) **or** Regular Basic Course (RBC) within one year of being hired as the Chief Welfare Fraud Investigator.

Possession of a Basic Course Waiver (BCW) **or** possession of a POST Advanced and Supervisory **or** Management certificate at the time of appointment to the designated peace officer position fulfills the above requirement. All training must comply with the POST three (3) year rule.

License Requirement: This classification requires the incumbent to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individual who does not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

KNOWLEDGE & ABILITY

Knowledge of:

- Practices and techniques of civil and criminal investigation with emphasis in welfare fraud cases including interviewing and interrogation; identification; evaluation and presentation of evidence; fraud detection programs; arrest, search, and seizure; court procedures; and investigative report writing
- Principles, practices, and techniques of organization, leadership, supervision, conflict resolution, teambuilding, and/or training
- Principles and techniques of progressive discipline, particularly as it relates to sworn officers
- Communication techniques required for gathering, evaluating, presenting information, and directing group discussions of various sizes in a positive, inclusive, and motivational manner
- English usage, spelling, grammar, and punctuation to effectively communicate in writing and verbally
- Current office procedures and equipment including computers and applicable software applications such as word processing, spreadsheets, and other specialized applications related to the area of assignment
- Principles and techniques for developing and implementing employee safety training and procedures

- Principles and practices of recordkeeping, budgeting/cost analysis, and contract and fiscal management

Ability to:

- Gather, assemble, and analyze facts and evidence to draw logical conclusions and make sound recommendations or implement effective course of actions
- Conduct or direct complex studies and prepare technical and administrative reports and recommendations for management, regulatory agencies, and governing authority
- Communicate clearly and effectively, both orally and in writing
- Prepare, review, and evaluate comprehensive investigative correspondence and reports
- Interpret, explain, comply, and apply complex Federal, State, and local laws, codes, and regulations regarding welfare frauds and workplace security
- Understand program objectives in relation to HHS goals and procedures
- Establish and maintain cooperative and effective working relationships with potentially hostile people of diverse perspectives and socio-economic backgrounds
- Supervise, train, assign, evaluate, and guide employees; tactfully manage sensitive and confidential employee relations and investigative issues
- Plan, develop, implement, and monitor HHS Fraud Prevention Detection and Investigative Program and workplace violence prevention and safety plan, policy, or procedure in accordance with the County's programs and state and federal regulations
- Maintain accurate records and document actions taken per pertinent laws and regulations

ENVIRONMENTAL & FUNCTIONAL FACTORS

The incumbent in this classification works, occasionally under volatile conditions, independently and closely with others inside or outside of buildings including in correctional facilities and community settings; must be willing to work irregular and/or rotating shifts, holidays, and weekends; drives to various geographic locations to conduct investigations, surveillance, and meetings; and must be able to address and de-escalate stressful situations in a calm, professional manner.

MEDICAL CLASS II

This class requires that the incumbent sits, stands, and/or walks for long periods of time usually while bending, stooping, squatting, twisting, reaching, and working on irregular surfaces; frequently lifting over the shoulders and carrying objects up to twenty-five (25) pounds and occasionally lifting up to fifty (50) pounds] may be required. Additionally, the incumbent needs manual dexterity, corrected hearing and vision, and eye-hand coordination to use a variety of office equipment and perform the essential functions of the job. The incumbent must be able to communicate verbally with co-workers and customers in a variety of situations including being able to restrain violent individuals and discharge a firearm and other less lethal weapons.