

## INCOME MAINTENANCE INVESTIGATOR SUPERVISOR II

Employees in this class are responsible for administrative and technical supervision of a small unit of Income Maintenance Investigators II who are involved in all program areas. The income maintenance programs involved include Food Stamps, Aid to Families with Dependent Children, Medicaid, Low Income Energy Assistance Program (LIEAP), Crisis Intervention, and Commodities Distribution. Work involves planning, organizing, directing, and evaluating the investigations program. Employees may carry a fraud caseload of more controversial cases, but the majority of duties are supervisory or administrative. Employees work with the local judicial system in evaluating and resolving suspected fraud cases. Employees normally report to a higher level supervisor or the agency director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees plan the short and long-range work operations, priorities, and goals within the unit to support the agency-wide income maintenance investigative goals and objectives. Work may include planning for the scheduling of court trials and appearance with the local judicial system.

Organizing and Directing - Employees assign and balance workloads within the unit and coordinate overall work flow. Work includes the coordination of work flow between clerks of court, district attorneys, judges, agency attorneys, and Social Services-Boards.

Budgeting - Employees recommend equipment, space, and staffing needs to a higher level supervisor.

Training-Employees provide orientation and training to staff and advise them of all changes in program and agency policies on a periodic and as needed basis.

Setting Work Standards - Employees review established agency policies, statutes, and regulations with staff and explain new policies and procedures. Work usually involves the establishment of unit guidelines for the processing and completion of cases.

Reviewing Work - Employees meet with staff as a group or individually on a periodic basis. The caseloads of staff supervised are given administrative review to ensure compliance with unit procedural processing time frames.

Counseling and Disciplining - Employees counsel staff regarding performance and grievance policies and may have the authority to issue oral and/or written warnings.

Performing Other Personnel Functions - Employees are responsible for evaluating staff performance and making recommendations to a higher level supervisor or the agency director on merit raises, appraisals, reassignments, salary adjustments, or dismissals. Employees may interview applicants, usually in concert with higher level management.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Employees are responsible for supervising the work of Income Maintenance Investigators involved in the Food Stamp, AFDC, Medicaid, LIEAP, Commodities Distribution, and Crisis Intervention programs. Work is affected by program policies past and present which impact upon the assessment of client culpability in fraud cases. Issues and concerns raised as a result of the sensitive work performed by the investigative unit frequently subjects employees to controversial situations.

Variety of Work Supervised - Employees are administratively and technically responsible for the work of Income Maintenance Investigators II involved with all income maintenance programs and processing functions.

Number of Employees Responsible For - Employees are responsible for a staff of approximately 3-5 investigators.

III. EXTENT OF SUPERVISION RECEIVED: Supervision received from a higher level supervisor or the agency director is minimal. Employees may discuss controversial cases with a higher level supervisor or the agency director to ensure compliance with agency policies and philosophy on case resolution.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of manuals, rules, and procedures used in determining eligibility. Thorough knowledge of investigative procedures and techniques. Thorough knowledge of the rules, regulations, policies, and procedures of the judicial systems. Considerable knowledge of agency's organizational rules, policies, and procedures. General knowledge of basic supervisory and management skills. General understanding of the budget and planning process. Ability to recognize, collect, and evaluate evidence to support actions. Ability to communicate effectively with applicants, community agencies, law enforcement agencies, and judiciary personnel to obtain or present pertinent data, and to negotiate agreements and/or cooperation between affected parties. Ability to maintain effective working relationships with other employees, the general public, and the judicial system. Good mathematical reasoning and computational skills. Ability to present information orally or in written form.

Minimum Training and Experience Requirements - Two years of experience as an Income Maintenance Investigator, preferably with one year of supervisory experience; or four years of experience as an Income Maintenance Caseworker preferably with experience in two or more program areas and at least one year of investigative experience in income maintenance, credit, legal, or law enforcement work; or an equivalent combination of training and experience.