

## INCOME MAINTENANCE INVESTIGATOR SUPERVISOR I

Employees in this class are responsible for administrative and technical supervision of a small unit of Income Maintenance Investigators I involved in one or more of the income maintenance programs. The income maintenance programs involved include Food Stamps, Aid to Families with Dependent Children, Medicaid, Low Income Energy Assistance, 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 may work with the local judicial system in 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-range work operations, priorities, and goals within the unit to support the agency-wide income maintenance investigative goals and objectives.

Organizing and Directing - Employees assign and balance workloads within the unit and coordinate overall work flow. Work may include 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 higher level supervisor.

Training - Employees provide orientation and training to staff and advise them of all changes in programs 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 frequent basis. The caseloads of staff supervised are closely monitored and reviewed to ensure that the cases are processed in compliance with established agency policies.

Counseling and Disciplining - Employees counsel staff regarding performance, 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, 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 the employee to controversial situations.

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

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

III. EXTENT OF SUPERVISION RECEIVED: Supervision received from higher level supervisor or the agency director will vary from agency to agency, however, employees are usually subject to close supervision through frequent discussions with higher level management, particularly on sensitive or controversial cases.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of manuals, rules and procedures used in determining eligibility. Considerable knowledge of investigative procedures and techniques. Considerable knowledge of judicial rules, regulation policies and procedures. Good mathematical reasoning and computational skills. General knowledge of agency's organization rules, policies and procedures. Ability to recognize, collect and evaluate evidence to support action. Ability to communicate effectively with applicants, community agencies, law enforcement agencies and judiciary personnel to obtain or present pertinent data. Ability to maintain effective working relationships with other employees and the general public. Ability to present information orally or in written form. Ability to read, analyze, and interpret rules, regulations, policies and procedures.

Minimum Training and Experience Requirements - One year of experience as an Income Maintenance Investigator or three years of experience as an Income Maintenance Caseworker preferably with experience in two or more income maintenance program areas.