

Director of Operations Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: 16
Approved: Reclass 06/29/15
By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a) Possession of a Bachelor's Degree from a regionally-accredited or New York State-registered four-year college or university with a major in Criminal Justice, Business Administration or a related field **AND** four years of full-time paid experience examining claims for assistance, conducting financial and/or fraud investigations in a public human services agency, or performing field investigative work in order to locate missing persons, perform background security checks or conduct fraud investigations in titles such as police investigator, police detective, private investigator, private detective, or insurance claims adjuster; **OR**

(b) Possession of an Associate's Degree from a regionally-accredited or New York State-registered two-year college with a major in Criminal Justice, Business Administration or a related field **AND** six years of full-time paid experience examining claims for assistance or conducting financial and/or fraud investigations in a public human services agency, or performing field investigative work in order to locate missing persons, perform background security checks or conduct fraud investigations in titles such as police investigator, police detective, private investigator, private detective, or insurance claims adjuster; **OR**

(c) Any combination of training and experience equal to or greater than that specified above.

NOTE: To satisfy the "Field investigative work" requirement, the applicant's work experience must have involved substantial face-to-face contact with complainants, witnesses, "persons of interest", and/or suspects for the purpose of gathering, verifying, or authenticating information and discovering additional leads to be investigated in order to gather evidence to either establish or disprove alleged wrongdoing. Structured interviews, telephone checks, collection work, or simple on-site observations do not qualify as "field investigative work". Candidates must clearly describe in their application how their paid work experience satisfies this minimum qualification; ambiguity will result in disapproval of the application.

SPECIAL REQUIREMENTS:

The candidate must possess a valid New York State Driver's License at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is a senior position responsible for oversight of five separate and distinct areas within the Department of Social Services: anti-fraud programs, building security, building management, employee safety and health, and emergency preparedness planning. In relation to the anti-fraud responsibilities, the appointee will both supervise a unit and personally perform specialized investigatory work, employing appropriate methods and procedures to prevent, or failing that, to detect and prosecute fraud by applicants, recipients, providers, and/or staff involved in the administration of the Public Assistance, Supplemental Nutrition Assistance, Medicaid, and Day Care programs. This role entails extensive internal and external interaction with departmental colleagues ranging from line staff to Senior Staff, County residents from all walks of life, law enforcement officials, representatives of the District Attorney's office, and the Court system. In addition to considerable interactive interpersonal skills, this position requires clarity of written expression and attention to detail when with respect to documenting and summarizing evidence. The appointee will operate under a high level of autonomy within all areas of responsibility. All of the above work will be performed under the general direction of the Commissioner of Social Services, with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. The incumbent may direct the activities of Social Services staff in the event of an actual departmental emergency. Supervision will be exercised over the work of individuals in the Fraud unit, Security Officers, and clerical support staff. The individual serving in this title will attend weekly Senior Staff meetings, will participate in departmental-level planning activities, and assist in establishing policy and procedures. The position will require frequent interaction with management staff of other County Departments and external agencies. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES: The Activities below are illustrative and not meant to be all-encompassing. Primary activities will be in the areas of fraud investigation, security, and building management.

- Reviews and accepts or rejects referrals for fraud investigation; assigns accepted referrals to investigative staff; conducts fraud investigations; reviews active cases under investigation; reviews and approves all completed, actionable investigations.
- Supervises Security Staff including work assignments, scheduling, parking enforcement and fire drills;
- Establishes, communicates and implements security policies and procedures to maintain a safe and orderly environment for staff and visitors to the Human Services Building;
- Works cooperatively with all stakeholders – including security officers; neighbors; vendors, applicants, clients, and other visitors; law enforcement and other emergency responders; staff and leadership of other County Departments; and the Commissioner and other Senior staff within Social Services.
- Acts as liaison between the Departments which reside in the building and the County Facilities Department, serving as the single point of contact for all requests for maintenance, repair, and cleaning services concerning the Human Services building and its grounds.
- Serves as the primary point-of-contact between staff, visitors, and public users of the building and the Facilities Department and its contractors on building use issues.
- Serves as the liaison to the County’s Employee Health and Safety Coordinator and Risk Manager on issues such as air quality testing, ergonomics, occupational safety, health and other building safety issues.
- Works closely with the Commissioner and Senior Staff as well as the County-wide Employee Health and Safety Coordinator to establish policies and procedures concerning workplace safety.
- Works with Facilities administrators to coordinate work by its staff and contractors so as to maximize responsiveness while minimizing disruption to workers with offices in the Human Services Building;
- Plans and delivers trainings on topics including but not limited to: workstation ergonomics, minimizing the spread of communicable diseases, workplace violence, indoor air quality, and emergency building evacuations.
- Assists the Commissioner of Social Services in developing, maintaining, and implementing departmental “Emergency Preparedness” and “Continuity of Operations” Plans.
- Oversees maintenance of records of all incidents concerning the Security unit, all Facilities service requests, and training concerning workplace safety and emergency preparedness.
- Interviews welfare recipients, applicants, their relatives, friends and others to obtain information and gather evidence concerning possible violation of welfare laws and regulations.
- Contacts banks, insurance companies, and other financial organizations to determine available assets and funds of applicants and recipients in cases where alleged fraud is suspect.
- Makes field visits to obtain evidence or information and verifies information by checking with Local, State and Federal law enforcement authorities; and other governmental agencies.
- Secures evidence in the form of statements, documents, records and exhibits.
- Refers completed cases showing evidence of fraud to the District Attorney’s Office for prosecution, or refers to program staff for administrative action; refers criminal violations outside the jurisdiction of welfare fraud to appropriate law enforcement agencies for follow up.
- Appears in court as a representative of the Department.
- Provides security as needed for personnel within the Human Services Building, which service may include: dealing with agitated clients, escorting unruly clients from the building, requesting assistance from law enforcement.
- Serves as liaison to the local police force and neighbors.
- Facilitates employee access to Material Safety Data Sheets maintained by Facilities and its contractors, and serves as the primary contact whenever questions about exposure to various workplace substances arise.
- Secures appropriate training resources and conducts training sessions based on specific safety concerns.
- Informs department administration of operating procedures not in compliance with State or Federal safety guidelines and makes recommendations to improve or correct deficiencies.
- Identifies potentially unsafe working conditions.
- Coordinates satisfaction of reporting requirements when incidents and accidents occur, or when conditions warrant, ensuring compliance with all rules and regulations.
- Recommends purchase of appropriate safety equipment.
- Develops, presents, trains on, maintains and, in the event it becomes necessary, coordinates the implementation of the department’s Continuity of Operations Plan.
- Conducts educational programs, training sessions and serves as a resource to departmental staff regarding emergency preparedness and continuity of operations.
- Represent the Department of Social Services in the County’s Emergency Response Planning Group.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of Federal, State and Local laws and regulations necessary to determine the existence of over-grants and/or fraudulent practices;
- Thorough knowledge of modern principles, practices and procedures of investigative work;
- Good general knowledge of law enforcement and security methods such as patrolling, investigating and observing;
- Working knowledge of general business software (e-mail, word processing, spreadsheet, web browser) ;
- Ability to carry out general and special assignments requiring an organization of materials and development of procedures without direct supervision;
- This role will require extremely strong supervisory, communication, and facilitation skills;
- Ability to plan and supervise the work of others in a manner conducive to full performance and high morale;
- Ability to express oneself clearly, accurately and concisely, both orally and in writing;
- Ability to conduct effective field investigations, and analyze, interpret, and uphold laws relating to welfare fraud, impartially and with fact;
- Ability to deal firmly and courteously with the public including hostile and agitated persons and to intervene in potentially dangerous situations;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Courtesy, tact, and good judgment, are all required personal characteristics;
- Possession of a “whole systems” perspective is also required.
- The employee’s physical and mental condition shall be commensurate with the demands of the position.

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