

### DHHS FRAUD INVESTIGATOR SUPERVISOR

**DESCRIPTION:** Under administrative direction supervises, trains, and evaluates statewide investigation staff; develops, implements and enforces Department program policies; coordinates the investigative activities with related program policy and delivery divisions to carry out the Department's fraud investigatory functions and attain goals and objectives; performs related work as required.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, assigns, and directs the work activities of staff to facilitate the attainment of the work goals and to ensure the consistent application of administration, technical and program policies, procedures and standards.

Confers with and advises staff to exchange information on and/or explain investigatory criteria, work policies, procedures, and standards, and to identify the characteristics and impact of work problems and formulate possible solutions.

Compares work performance and/or products of staff with established standards to determine and recommend personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes, and separations to agency management staff; to identify employee training needs, and to improve career advancement potential.

Trains staff in the policies and procedures of fraud investigation and agency programs criteria to maintain and/or improve the performance levels of employees through exposure to job knowledge and abilities necessary to perform the work in accordance with established performance standards.

Reports on cases, client concerns, special problems or other matters to inform management staff of the current status of program activities.

Attends training sessions, professional conferences, and other development activities to learn or improve job related knowledge and procedures, to obtain resource materials, and to exchange ideas and information.

Confers with the Assistant General Counsel to discuss investigations and to resolve problems that affect the investigation activities.

Recommends resources necessary to accomplish investigative activities including staff, facilities, equipment and supplies.

Develops investigative and fraud detection techniques and establishes procedures for referrals and investigations of suspected cases of fraud and abuse.

Confers with other Department staff to maintain communication lines and cooperative relationships for referrals, investigations and prosecutions.

Analyzes investigations progress and implements policies to direct work to ensure the most effective use of staff resources.

Confers with prosecutors offices to maintain communication lines and cooperative relationships for prosecution of fraud cases.

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Confers with Federal Inspector General on referrals or cooperative investigation in fraud control activities.

Develops news release information on investigative activities and works with the Department's Public Information Office to ensure full media attention to the fraud control efforts.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the principles and techniques of supervision; federal and state laws and agency regulations, policies, and guidelines concerning confidentiality and release of information.

Ability to: develop orderly procedures; analyze complex corporate structures; train staff; develop a criminal fraud case to present for prosecution.

Skill in: supervising staff; develop performance standards; apply laws and regulations; tactfully persuade when developing procedures for detection and investigation of fraud; coordinate case assignments and workloads.

**ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Ability to: instruct staff in policies and procedures; interpret and apply agency guidelines covering the program and or individual case situations; organize and maintain case records, communicate orally and in writing with clients, co-workers, supervisors and other staff, courts and judicial system to exchange case information and discuss case assessments and decisions; determine compliance with agency guidelines concerning policies.

Knowledge of: fraud investigative techniques; fraud detection techniques; general accounting procedures; criminal fraud laws; program eligibility regulations.

**JOB PREPARATION GUIDELINES:** (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline for positions in this class is post-high school coursework/training in criminal justice or investigations, combined with experience in fraud investigations.