

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INVESTIGATOR 1

DEFINITION

Performs, in a training capacity, a variety of entry level general and criminal investigative, administrative, and litigation support duties, involving planning, fact-finding and reporting of benefit overpayments or allegations of fraudulent or misconduct activities in programs administered or regulated by state agencies, and related activities of limited complexity within a public defender field office; performs related duties as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Observes and assists journey level investigators in the investigation of potential fraud or misconduct, benefit overpayment situations perpetrated by clients, recipients, employers, agency staff and service providers in order to obtain the facts and evidence required to obtain recoupment of overpayments and to determine if fraud or misconduct has occurred requiring further administrative action.

Analyzes complaints, allegations, benefit records from other states and audit referrals to determine the scope, timing and direction of an investigation, by identifying the issues involved and the types of evidence needed to comply with state and federal rules of evidence.

Learns to gather facts through fact-finding interviews with witnesses, inmates, clients, recipients, staff, employers and service providers, subpoena of records, undercover work, observation, surveillance of individuals or locations, informant leads and analysis of agency records to document and verify the accuracy and authenticity of evidence for use in administrative hearings and criminal trials.

Assists attorneys in gathering and organizing evidence and testimony in preparation for depositions and trials.

Serves subpoenas; interviews potential witnesses; locates persons of interest; and identifies sources of expert consultation in preparation for trial.

Works in conjunction with agency staff, Division of Criminal Investigation, county sheriffs, local police departments, U.S. Postal Authorities, Federal Bureau of Investigation, and Iowa and U.S. Attorney General staff to conduct cooperative investigations to substantiate cases of fraud or to gather facts for further administrative action.

Testifies at administrative, district court and grand jury hearings to present facts and evidence bearing on cases investigated.

Serves as a trial assistant and a defense witness liaison during trials; assists an attorney to marshal evidence and witnesses; communicates with clients and family members; and aids an attorney in jury selection decisions.

Attends hearings, meetings, and related activities on behalf of juvenile court clients.

Conducts placement visits for guardian ad litem clients and related activities.

Conducts interviews with service providers for guardian ad litem clients and related activities.

Prepares detailed records and reports on the status and disposition of cases of overpayment, misconduct and fraud, statistics on recoupment of funds, prosecutions, pending cases and other disposition of cases.

Conducts benefit payment cross-match audits involving Iowa benefits and those administered by adjacent states to determine if overpayment or fraud has occurred and to make recommendations for prosecution and follow-up of disputed allegations.

Assists Public Defender Chief Investigator in training activities and supports investigator intern program.

COMPETENCIES REQUIRED

Knowledge of the basic principles and techniques of investigating including areas such as interviewing, fact-finding, records checking, surveillance and undercover work.

Knowledge of what constitutes fraud or misconduct in the specific program(s) to which assigned, and the state and federal laws, rules and regulations governing those programs and related confidentiality and Privacy Act laws.

Knowledge of Iowa criminal and juvenile justice code, and basic legal research techniques.

Knowledge of the functions, jurisdiction and relationships between other federal, state and local law enforcement agencies and the need to share information with them concerning cases for which they have primary responsibility.

Knowledge of court and administrative hearings procedures and practices and rules of evidence as they apply to the specific type of investigation being conducted.

Ability to learn to plan, organize and conduct thorough and complete investigations and to adapt investigative methods, techniques and procedures to specific situations.

Ability to observe and record facts accurately about persons, objects and events.

Ability to compile and summarize data and prepare records and reports of facts in a clear, logical and objective manner.

Ability to apply and interpret state and federal laws, rules and regulations relating to specific programs for which investigations are conducted.

Ability to testify in legal, quasi-legal and administrative hearings to present facts and evidence relevant to a specific case.

Ability to understand and analyze business, commercial, industrial and agency records relative to the specific program or misconduct areas for which an investigation is being conducted.

Ability to distinguish between relevant and irrelevant information or evidence, and detect discrepancies in information.

Ability to develop and use specialized investigative techniques, devices and procedures involving surveillance, undercover work, and fact-finding.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy and cooperates with supervisors.

Fosters and facilitates cooperation, pride, trust, and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university with major course work in law enforcement, corrections, criminology, police science, accounting, finance or law;

OR

graduation from a four year accredited college or university and experience equal to one year of full-time work requiring knowledge in law enforcement, corrections, or general or criminal investigation;

OR

a combination of education and experience substituting one year of the above qualifying full-time experience for each 30 semester hours of the required general college or university course work;

OR

employees with current continuous experience in the state executive branch that includes experience equal to two years of full-time work in classes providing journey level knowledges, abilities and skills in agency unemployment insurance or public assistance benefit programs, law enforcement, corrections or administrative hearings procedures.

NECESSARY SPECIAL REQUIREMENT

Applicants for positions in the Department of Inspections and Appeals must undergo a background investigation which includes a criminal history check and a dependent adult and child abuse registry check.

NOTE

Positions at the Office of the State Public Defender are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Office of the State Public Defender.

Effective Date: 03/12 BR