

Position: **Benchmark Job #366**

Ministry: Employment and Income Assistance

Working Title: **Investigative Officer (Civil)**

Branch: Loss Management Services

Level: Range 18

Location: Vancouver Island

NOC Code: 6463

PRIMARY FUNCTION

To conduct investigations of alleged or suspected fraud and compliance reviews for the administration of income assistance programs under employment and income assistance legislation and regulations.

JOB DUTIES AND TASKS

1. Assesses and investigates allegations of fraudulent activity and conducts compliance reviews within a defined loss management framework
 - a. reviews electronic history files, case files and fraud allegations received from the general public and staff and determines appropriate course of action
 - b. reviews cases on the File Review Distribution System, conducts data matches by accessing data from multiple Government programs and conducts longer term investigations to gather evidence
 - c. verifies eligibility and identifies anomalies in case expenditures
 - d. conducts cost benefit analysis on investigations based on a risk assessment
 - e. verifies the addresses of applicants through home visits or address checks
 - f. interviews witnesses and/or suspects and interprets the comments to assess truthfulness
 - g. obtains information/evidence by seizing documents without a warrant, negotiates admissions and determines if a fraudulent overpayment has occurred
 - h. reviews eligibility factors and requests approval to implement appropriate action such as reduction of assistance, termination of assistance, and/or imposed qualifications
 - i. solicits cooperation from employers, landlords and others, and accesses systems maintained by other agencies or ministries to seek out information
 - j. compiles evidence, assesses the facts associated with the case and prepares reports
 - k. reviews cases and calculates fraudulent benefits paid out under various BC Government programs
 - l. identifies type of error (i.e. client, administrative or combination) and logs case conclusions
 - m. advises program staff on the prevention of fraudulent activity, administrative error and gaps in program security
 - n. assists recipients with eligibility requirements for other federal or provincial income support programs
2. Resolves cases, negotiates repayment agreements, facilitates debt collection
 - a. negotiates admission of over payment agreements or contraventions to legislation and regulations which may result in a three month disqualification of benefits
 - b. recommends a repayment agreement be imposed for clients who cannot be located
 - c. informs clients about the nature of information/evidence substantiating the over payment or fraudulent

- activity and advises clients of their rights
- d. negotiates repayment schedules with clients and/or recommends write off of debt
- 3. Prepares cases for presentation in Civil Court
 - a. assesses the merit of evidence and probative value of findings
 - b. prepares civil litigation reports and describes the case to legal counsel in preparation for Civil Court
 - c. prepares and identifies exhibits for court in accordance with evidentiary procedures
 - d. testifies in court to describe ministry procedures, personal involvement in the investigation and calculation of overpayments
- 4. Conducts preliminary review of cases that may result in criminal prosecution
 - a. prepares a case summary and comparison chart, calculates overpayments and obtains documentation by consent
 - b. refers serious fraud investigations to a Ministry Investigator for criminal prosecution
 - c. decides when to stop questioning a suspect and/or when to secure evidence for referral so there is no breach of the suspects rights which would jeopardise a later prosecution
 - d. marks, identifies and secures physical evidence in accordance with the Rules of Evidence
- 5. Performs other related duties
 - a. conducts training programs in identifying potential fraud situations for EAW's, clerical and other ministry staff
 - b. drives to gather evidence, interview witnesses and attend court



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Have a practical understanding of the basic principles of law to perform investigations into allegations of fraud or identify anomalies in the administration of income assistance benefits to compile evidence, prepare reports and assist legal counsel in preparing cases for Civil Court.</p>	F	190
2	<p>MENTAL DEMANDS</p> <p>Judgement required to apply structured study, analysis and interpretation of employment and assistance legislation and regulations and choose an approach using a combination of accepted procedures to assess fraud allegations, gather information/evidence, calculate overpayments, negotiate admission of fraud agreements, prepare cases for Civil Court and to refer more serious cases to a Ministry Investigator for criminal prosecution.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Persuasion required to use basic counselling skills to interview suspects, employers or others to gather information/evidence to support investigations.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to drive vehicle to gather information/evidence, interview clients and attend court.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Comparative Effects - III d. / Freedom to Act - Level 5</p> <p>Guided by income assistance policies and civil law legislation, applies accepted investigative methods in a different way to determine the most appropriate way to conduct investigations, compile evidence, prepare reports and negotiate repayment agreements and determine when serious fraud investigations should be referred to a Ministry Investigator.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Significant financial responsibility to assess eligibility for funding using general criteria.</p>	E	33

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7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Considerable responsibility to control the evidence gathering process for Civil Court to ensure the relevance and validity of information.</p>	E	33
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to provide formal training to EAW's, administrative staff and other ministry staff on potential fraud situations.</p>	B	9
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Moderate care and attention to ensure repayment agreements will not cause undue hardship for clients.</p>	C	15
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently listen, observe and document findings while gathering information/evidence to prepare reports.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently focus visual attention to view computer screens and printed material while reviewing client files, and evidence and preparing reports.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to frequent unpleasant dealings with income assistance clients.</p>	C	6
13	<p>HAZARDS</p> <p>Significant hazards from frequent exposure to the possibility of physical violence from income assistance clients while conducting interviews and gathering evidence.</p>	D	9

Total Points: 649

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