

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INTERNAL INVESTIGATIONS PRINCIPAL EVALUATION SUPERVISOR

POSITION CODE: 21735
Effective: 2-1-15

DISCUSSION OF TERMS:

This class specification applies to professional investigators who are supervisors of the neglect, financial exploitation and abuse complaint investigations processes during the initial reporting and assessment phase. For the purposes of this document, the terms "OIG", "Office of Inspector General" and "Inspector General" refer only to the office of this name within the Department of Human Services, and not the Office of the Executive Inspector General for the State of Illinois, whose jurisdiction extends to the governor, the lieutenant governor, and all officers and employees of, and vendors and others doing business with, executive branch state agencies. Additionally, the Department of Human Services will only be referenced by the terms "DHS" or "the department" and *not* the term "agency", so as not to confuse it with a community agency which is an entity licensed, funded or certified by the department, but not certified or licensed by any other human services agency of the state, to provide mental health services or developmental disabilities services, or a program licensed, funded or certified by the department. For more complete information on OIG jurisdiction and the full list of terms and definitions used in this specification, please refer to these statutes and administrative regulations:

- The Department of Human Services Act, Illinois Compiled Statutes Chapter 20 Article 1305 Section 1-17: *commonly referred to as "Rule 50"*.
- The Abused and Neglected Long Term Care Facility Residents Reporting Act, Illinois Compiled Statutes Chapter 210 Article 30 Section 6.
- The Governor's Administrative Order #6, issued December 11, 2003.

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, performs highly responsible, sensitive and confidential investigations, or performs advanced assessments of incoming allegations to determine jurisdiction, credibility and authority for investigation for the Illinois Department of Human Services Office of the Inspector General. All investigative actions are with regard to allegations of abuse, neglect or financial exploitation of individuals who receive mental health services or developmental disability services in programs that are operated, licensed, certified or funded by DHS. Serves as full line supervisor or leads a team of investigative staff. Directs and conducts the gathering of evidence, the investigative process of subordinate staff or other designated representative authorized to investigate or initiate the preliminary steps of investigation. Recommends, implements and/or evaluates policies and procedures controlling the initial processes in the investigative cycle. Reviews, prepares and provides reports to administrative staff and the Inspector General for further action. Trains investigators or extra-departmental designated authorized representatives in investigative protocols. Serves as liaison and witness for the department in court and administrative proceedings. Serves as a resource, consults or collaborates and exchanges information with other law enforcement or regulatory authorities in accordance with agency policies. Travels as necessary to meet the operational needs of the department.

INTERNAL INVESTIGATIONS PRINCIPAL EVALUATION SUPERVISOR (continued)

ILLUSTRATIVE EXAMPLES OF WORK:

1. Conducts and/or participates in highly responsible, sensitive and confidential investigations for the OIG with regard to allegations of abuse, neglect or financial exploitation of individuals who receive mental health services or developmental disability services in program settings that are operated, licensed, certified or funded by DHS. The allegations are against employees, service providers, or other care providers of state operated facilities, community agencies, private homes, or other program settings that are operated, licensed, certified or funded by DHS.
2. Performs advanced assessments of incoming allegations to determine jurisdiction, credibility and authority for investigation; if the reported allegation is not within the OIG's authority or does not constitute abuse, neglect or financial exploitation, refers complainant to proper authority with jurisdiction; receives and reviews afterhours reports; initiates preliminary steps of investigative protocols when issue is determined to be within the jurisdiction of the OIG; initiates proper administrative notifications and other investigative protocols in accordance with established procedures and statutes; acts as liaison for OIG with complainants and afterhours answering service contracted to provide 24 hours-a-day coverage for intake of complaints and reports; assists and serves as a resource for on call investigators in resolving conflicts and issues and proper reporting and investigating procedures and techniques; travels as necessary to perform duties.
3. Serves as a full line supervisor; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; adjusts first level grievances; effectively recommends and imposes discipline, up to and including discharge; prepares and signs performance evaluations; determines and recommends staffing needs.
4. Directs the gathering and analyzing of evidence to determine credibility; as a group leader, directs, coordinates and reviews the activities of subordinate investigators; provides advice and assistance in resolving problems or unusual cases; analyzes, evaluates and approves investigative reports of subordinate investigative staff.
5. Recommends, implements and/or evaluates policies and procedures controlling investigatory techniques, principal allegation reporting and evaluation processes, investigative documentation and reporting processes.
6. As necessary, prepares and delivers training sessions for proper reporting or investigating allegations of abuse, neglect or financial exploitation to community agencies, state operated facilities, service provider networks and DHS employees.
7. Represents the department on internal and external workgroups; establishes and maintains system of tracking allegations and actions initiated; maintains confidential files pertaining to cases under investigation and is responsible for verifying the security of all pertinent information gathered in the investigatory processes.

8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college, with major coursework in law enforcement.

Requires three years of administrative experience in a law enforcement or investigative program.

Knowledges, Skills and Abilities

Requires thorough knowledge of modern law enforcement investigatory concepts and techniques.

Requires extensive knowledge of Illinois State statutes, rules and regulations concerning conflicts of interest or malfeasance of office.

Requires extensive knowledge of the functions and interrelationships of state agencies.

Requires working knowledge of the methods and procedures of office management.

Requires ability to direct and coordinate the activities of lower level investigative staff.

Requires ability to recognize and gather appropriate statements, exhibits and materials acceptable for use in prosecution of cases or disciplinary action.

Requires ability to maintain security during investigatory activities.

Requires ability to exercise discretion and judgment in making important work decisions and to apply and interpret agency policy and procedures.

Requires possession of an appropriate valid driver's license and the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.