

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INTERNAL INVESTIGATIONS SUPERVISOR

POSITION CODE: 21740
Effective: 2-1-15

DISCUSSION OF TERMS:

This class specification applies to professional investigators who are supervisors of neglect and abuse complaint investigations processes. 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 service or developmental disabilities service, 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 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 various processes in the investigation cycle. Reviews, prepares and provides reports to administrative staff and the Inspector General for further action. Prepares cases for corrective action to be taken and monitors issue resolution. As needed, 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 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 working at state operated facilities, community agencies or other program settings that are operated, licensed, certified or funded by DHS.
2. Performs the preliminary steps of an investigation or authorizes and directs the actions of a designated representative of a community agency, state operated facility or other program setting to perform the preliminary steps of an investigation until such time as OIG investigative staff can take over; establishes the safety and security of the persons involved, preserves the integrity of circumstances and/or events, initiates proper administrative notifications and other investigative protocols in accordance with established procedures and statutes; 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. Prepares and reviews comprehensive reports of investigation findings; makes recommendations for corrective actions and revisions of policy and procedures that are warranted by substantiated allegations, systemic issues, problems or deficiencies identified during an investigation; prepares cases for determination, adjudication or continuation of corrective action monitoring; serves as an expert witness and provides testimony in court cases, administrative hearings or civil proceedings.
6. Recommends, implements and/or evaluates policies and procedures controlling investigatory techniques, principal allegation reporting and evaluation processes, investigative documentation and reporting processes.

INTERNAL INVESTIGATIONS SUPERVISOR (continued)

7. Prepares and delivers training sessions as necessary for proper investigation of allegations of abuse, neglect or financial exploitation to community agencies, state operated facilities, service provider networks and DHS employees.
8. Prepares various reports for administrative review; establishes and maintains system of tracking claims, 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.
9. 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 two years of college, with coursework in law, government, liberal arts, history or business or public administration, plus five years progressively responsible professional experience in law enforcement investigatory work or a related field.

OR

Requires knowledge, skill and mental development equivalent to completion of four years college, with major coursework in law, government, liberal arts, history or business or public administration, plus three years progressively responsible professional experience in law enforcement investigatory work or a related field.

OR

Requires completion of a master's degree, with major coursework in law, government, liberal arts, history or business or public administration, plus two years of professional experience in law enforcement investigatory work or a related field.

OR

Requires completion of the F.B.I. National Academy or comparable law enforcement schooling, plus three years progressively responsible professional experience in law enforcement investigatory work or a related field.

INTERNAL INVESTIGATIONS SUPERVISOR (continued)

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 prepare case reports for referral to prosecuting agency.

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.