

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 20-0326

JOB TITLE: Investigator IV

MONTHLY SALARY: \$4,833.34

POSTING DATE: November 25, 2019

LOCATION: 300 West 15th Street, 6th Floor, Austin, TX 78701

WORKING TITLE: Fraud Investigator

DURATION: Until Filled

GENERAL DESCRIPTION

SORM seeks an investigator with a strong working knowledge of the Texas Penal Code and other applicable fraud provisions and civil and criminal evidence, rules, and discovery. The investigator must also have an extensive knowledge of and experience with Texas workers' compensation laws, including medical billing, medical benefits, and indemnity benefits. This position requires a high degree of professionalism; strong communication and relationship skills; the ability to multitask while remaining detail-oriented; and knowledge of and/or experience with compliance and regulatory requirements in the public sphere. The ideal candidate will achieve exceptional levels of performance and exceed SORM's expectations. This individual must have a deep-seated work ethic; be self-motivated; have outstanding organizational skills; display a consistent positive attitude; and be adaptable to change. This individual must be capable of working under general supervision, with moderate latitude for the use of initiative and independent judgment; coordinating investigation activities; researching and analyzing applicable legal sources; and assisting other staff with issues related to suspected workers' compensation fraud.

ESSENTIAL JOB FUNCTIONS

Identifies fraudulent workers' compensation claim activity and those responsible for such activity. Performs, in a legal and ethical manner, all functions required for a thorough investigation of potentially fraudulent workers' compensation claims

Conducts investigations of alleged violations of laws, rules, and regulations by individuals covered by SORM's workers' compensation program and/or medical health care providers providing services and treatment to covered individuals

Conducts forensic analyses of medical billing to detect suspected health care provider workers' compensation fraud

Conducts background and personal history checks, reviews records, and verifies information

Contacts and interviews witnesses and complainants; reviews and maintains evidence and documents for use in investigations

Analyzes complex facts and applies applicable legal sources; formulates objective conclusions; makes recommendations on appropriate course of action; acknowledges alternative solutions; and pursues resolution of suspected workers' compensation fraud

Prepares records, correspondence, and reports regarding suspected workers' compensation fraud and presents the information to the appropriate investigative, regulatory, and/or law enforcement entity

Coordinates investigative activities and participates in joint investigations with law enforcement and regulatory agencies or departments

Assists in providing information for subpoena drafting and serving, and to allow arrests to be made

Prepares cases for presentation and presents testimony and evidence at administrative hearings or court proceedings

Communicates with federal, state, and local law enforcement agencies as appropriate in matters pertaining to the prosecution of specific workers compensation fraud cases

Represents SORM at meetings, hearings, trials, committees, and conferences

Establishes and maintains liaison with other government and law enforcement agencies

Maintains up-to-date knowledge of legal principles, practices, proceedings, and state agency laws, regulations, and rules necessary to perform essential job functions

Trains and provides guidance to staff regarding suspected workers' compensation fraud

Delivers educational programs designed to promote deterrence and detection of fraud and minimize losses to the State

Collects and reviews evidence and data and conducts field investigations; performs, as necessary, undercover or surveillance work

Maintains detailed and up-to-date information on the status of workers' compensation fraud investigations; referrals to the TDI-DWC, District Attorney offices, and federal enforcement agencies and courts; criminal litigation

Analyses referral and litigation outcomes and trends, adjusts investigative strategies and techniques in response to outcomes and/or trends, and recommends improvements as appropriate

Prepares monthly and quarterly status reports of activities; including special assignments, tasks, and projects

Assists with the development of guidelines, policies, and procedures to carry out the Unit's objectives

Provides excellent customer service

Works 8 a.m. – 5 p.m., Monday through Friday and attends work regularly in accordance with agency leave policy and agreed-upon work schedule

Works over 40 hours a week, as needed

Performs work as assigned

Maintains relevant knowledge necessary to perform essential job functions

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent

Graduation from an accredited four-year college or university; may substitute full-time investigative, law enforcement, workers' compensation or insurance investigation experience for the required education on a year for year basis

Three years full-time investigative, law enforcement, workers' compensation or insurance investigation experience

Experience in correctly applying governing legal regulations as they relate to investigations

Experience in conducting interviews and gathering facts

Experience in evaluating finds and making recommendations based on facts

Knowledge of legal proceedings and documents

Knowledge of investigative principles, techniques, procedures and practices

Knowledge of court procedures, practices, and rules of evidence

Skill in the operation of technical equipment and detection devices, in the use of a computer and applicable software, and in mediation and negotiation techniques

Skill in the use of computer and applicable software

Skill in effective oral and written communication {Writing sample required at interview}

Skill and ability to exercise sound judgment and effective decision making

Skill in the organization and presentation of information

Ability to work independently, complete assignments with attention to detail and high degree of accuracy, and follow through on assignments with minimal guidance and direction

Ability to conduct investigations

Ability to interpret and apply laws and regulations

Ability to work with members of local, state, and federal agencies

Ability to conduct interviews and gather facts

Ability to evaluate findings and prepare reports
Ability to maintain accurate records, track assignments, and monitor the status of multiple activities
Ability to establish priorities and manage multiple activities to meet deadlines and internal performance expectations
Ability to receive and positively respond to constructive feedback
Ability to work with other in a collegial office environment
Ability to handle stressful situations
Ability to lift 25 lbs.
Ability to obtain and maintain a valid driver's license
Ability to arrange for personal transportation for business-related travel
Ability to travel (including overnight travel) up to 30%

PREFERRED QUALIFICATIONS

Five or more years full-time investigative, law enforcement, workers' compensation or insurance investigation experience
Graduation from an accredited four-year college or university with major course work in criminal justice or closely related field
Certification in risk control management, safety management, or risk management
Licensed to adjust Workers' Compensation claims in Texas

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through www.WorkInTexas.com. A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn: Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777. Military Crosswalk information can be accessed at http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InspectorsandInvestigators.pdf.

THE SORM IS AN EQUAL OPPORTUNITY EMPLOYER