

POSITION TITLE: Public Safety Investigator

DEPARTMENT: Department of Public Safety

STATUS: Non-Exempt

RATE: This position has a starting rate of \$25.64 to \$28.21 per hour (equivalent of \$50,000 - \$55,000 annualized).

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures! We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

Reporting directly to the Vice President of Public Safety, the Public Safety Investigator performs a variety of general investigative duties to help combat fraud, waste, and abuse at the WHA. Violations include rent and income fraud, unauthorized occupants, illegal dumping and audits of both public and leased housing programs, complaints, employee investigations, and other forms of misconduct in programs administered or regulated by the WHA.

This is an onsite (not remote) position, Monday through Friday, 8:00 a.m. – 4:30 p.m. with occasional overtime. Candidates must have a valid, insurable driver's license, and preferably would be bilingual (English/Spanish).

ESSENTIAL FUNCTIONS:

1. Responds to complaints from residents, internal department leadership, and outside agencies and officials to preserve the safety and security of WHA properties, as well as the integrity of WHA programs.
2. Collects evidence, interviews witnesses, conducts home/site visits, and reviews surveillance recordings, analyzes reports and documents, conducts background checks, performs social media and internet searches, and performs other investigative fieldwork as required.
3. Reviews public and leased housing programs to identify activities, trends, and patterns that signal potential fraud, misconduct, or violations of state or federal laws or regulations, or WHA rules or policies, and determine whether probable cause exists for action.
4. Maintains records and prepares professional, detailed, and thorough investigative and status reports and related paperwork for the department, the CEO, the courts, the police, and related parties.
5. Meets with supervisors and the CEO to present investigative findings and develops recommendations to strengthen internal controls and protocols to prevent future similar violations.
6. Assists the WHA Legal Department as needed with court cases and legal procedures related to investigations.

7. Performs clerical duties, including filing, photocopying, mailing, and other functions related to assigned investigations.
8. Maintain the highest level of professionalism and confidentiality at all times.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of three (3) years of experience in a related field.
3. Strong preference to read, speak, and write proficiently in English and Spanish.
4. Valid, insurable driver's license.
5. Must be able to comfortably walk distances and climb stairs while conducting investigations; job requires passing of a physical examination.
6. Knowledge of the principles and practices investigations.
7. Excellent written and interpersonal communication skills; ability to work in a fast paced environment, whether as a team member or an independent contributor.
8. Ability to work with a diverse population.
9. Strong analytical and problem solving skills, with the ability to look for root causes and implement workable solutions.
10. Ability to compile and summarize data and prepare records and reports of facts in a clear, concise, logical, and objective manner.
11. Ability to multi-task, establish priorities and work independently to achieve objectives.
12. Experience in dispute resolution; ability to maintain composure and function effectively under pressure and in tense situations using independent judgment.
13. Excellent computer skills (Microsoft Office, internet research), and data entry skills.
14. Ability to maintain the highest level of confidentiality and objectivity at all times.
15. Flexible schedule required; occasionally work will occur during evenings or weekends and/or during emergencies.

To apply for consideration, please submit an application, resume, or cover letter to our hiring team at jobs@worcesterha.org

We consider all applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital or military status. We also provide reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act and applicable state and local law.