**Position Title:** VP of the Special Investigations Unit

**Division:** Internal Affairs

**Reports to:** Chief of Internal Affairs

**Overview:**

The VP of the Special Investigations Unit oversees the management team and staff in designing fraud prevention strategies, and conducting investigations in fraud-fighting efforts statewide, and contributes to meeting enterprise goals and initiatives. The VP will develop the goals and policy of the program with oversight from the Chief of Internal Affairs and Executive Management. The VP ensures State Fund complies with California insurance anti-fraud statutes and regulations, as well as creates an environment where staff are able to develop skills and meet performance objectives.

In the performance of the job, the VP will:

• Provide leadership and direction in the evaluation of the adequacy and effectiveness of State Fund's performance in fighting fraud through case management life cycle.

• Develop and implement a top down approach to monitoring total fraud exposure.

• Develop and implement fraud prevention strategies.

• Build and implement an Outreach policy and program to educate Californian’s about what fraud is, how to identify potential fraud, and how to report fraud to carriers and law enforcement.

• Ensure compliance with state and federal anti-fraud statutes and regulations through a continuous monitoring of training efforts, suspect fraud referral protocols and comprehensive investigation activity and reporting.

• Build and maintain collaborative relationships with internal and external partners and business areas, ensuring an understanding of their programs and objectives to achieve success for State Fund's anti-fraud efforts.

• Liaise with law enforcement authorities to foster strong working relationships with law enforcement and other regulatory or industry agencies in support of anti-fraud efforts; obtain feedback on the Special Investigations Program's quality of investigation and referral of suspect cases.

• Represent State Fund at various anti-fraud conferences, seminars and training and participate as host, speaker or presenter as needed.

• Prepare reports on various aspects of Special Investigations Program performance; create and maintain Program Metrics for reporting to various business units, Executive and Board of Directors.

• Champion all anti-fraud efforts at State Fund and create initiatives to support anti-fraud identification and prevention activities across the organization.

**Core Competencies:**

1. Ethics and Integrity – Serves as a role model in consistently emphasizing integrity and respect for people at the highest levels and across the organization. Fosters an environment that requires team members to take responsibility; holds oneself and team members accountable for the appropriate use of positional authority. Identifies and communicates conflicts of interest and proposes improvement of professional standards, procedures, and policies.
2. Inspirational Leadership – Energizes and creates a sense of direction, purpose, excitement, and momentum for the organization’s mission. Creates a positive work environment offering clarity around goals and objectives and ensuring that those who are led work collaboratively to achieve results.
3. Results-Driven – Focuses efforts to efficiently achieve measurable and customer-driven results consistent with the organization's mission, goals, and objectives.
4. Team Leadership – Serves as a role model in promoting teamwork and respect within both internal and external teams, and leads teams in tackling the toughest challenges. Manages a team to act with a high degree of professionalism, a high level of integrity and compliance with regulatory standards, and reinforces team responsibility to do the right thing. Closely manages performance and celebrates successful performance.
5. Change Leadership -- Successfully leads difficult change efforts with broad impact; works with executive leaders and/or stakeholders to overcome obstacles. Generates innovative ideas that are strategically aligned with department goals. Serves as a change agent; creates a positive environment of excitement around the potential benefits of change; supports the management team’s efforts to adapt to change by facilitating the flow of information.
6. Regulatory Expertise -- Maintains a high level of regulatory and compliance awareness and knowledge to effectively support area of responsibility. Provides leadership in the development and maintenance of compliance programs and fraud detection methods with appropriate internal controls, policies, procedures, communication methods and monitoring. Identifies regulatory and compliance issues and opportunities through monitoring of staff production, internal reports, staff meetings and on-going interaction with peers.
7. Communication -- Fosters a culture of active listening by seeking out and carefully listening to others, coaching others on listening, and making decisions based on stated facts. Solicits regular input from a variety of sources and provides feedback across the organization. Clearly communicates difficult messages and influences opinions of teams, stakeholders, leaders, and executives; adapts style to various audiences. Sets, communicates, and actively works to raise expectations for written expression and style with team.
8. Vision and Strategic Thinking – Supports, promotes, and ensures alignment with the organization's vision and values. Creates a compelling future state of the unit or organization. Understands how an organization must change in light of internal and external trends and influences.
9. Technical & Professional Knowledge -- Maintains knowledge of best practices in investigative research processes and fraud detection techniques based on sources such as industry groups and information issued by regulatory groups, the state of California and the United States government. Creates an environment of continuous learning and provides training and development to staff.

Personal Attributes:

* Exhibits the courage to speak up when issues arise at any level of the organization.
* Unquestioned integrity and character; a leader who can be trusted to uphold Internal Affairs and State Fund values.
* Functions effectively in a constantly changing environment.
* Excellent oral, written, and presentation communication skills.
* Highly analytical and possess the ability to convert a strategic idea to tactical targets.
* Engenders respect and builds trust and credibility quickly.
* Equally at ease as leader, team player, or consensus builder with a collaborative style.
* Action oriented and results focused.
* Creative problem-solver.