

**Lane Council of Governments
Job Classification**

Job Title:	Adult Protective Services Specialist	FLSA Status:	Exempt
Division:	Senior & Disabled Services	Range:	16
Reports To:	Program Supervisor	Last Revised:	December 2008

General Statement of Duties

Responds to and investigates complaints of possible abuse against elderly/disabled persons in facilities and in the community. Provides back up support to other protective service personnel; writes reports; explains the various assistance programs and community resources to individuals, groups, and agencies; and assists with the development of safety service plans and discharge/relocation planning.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

Supervision Exercised

None.

Resource Responsibility

Minimal responsibility for monetary or human resources. Makes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Makes referral to Medicaid Fraud Unit as appropriate. Decisions made within policy guidelines.

Distinguishing Features

Positions assigned to the Range 15, Adult Protective Service (APS) worker classification are distinguished from Range 13, Case Manager by duties which include a comprehensive understanding of complex adult protective service rules and regulations related to both community and facility-based care settings. Additionally, APS workers require an understanding of how APS interfaces with local law enforcement and the criminal justice system. This includes, but is not limited to, oral and written communication skills required in a legal proceeding, appearing as a witness in court cases; assisting individuals in seeking restraining orders, assisting individuals with the procedures required for conservatorship, guardianship and/or civil commitment determination. The position also requires participation with other community agencies for crisis intervention services.

Essential Job Functions

Evaluates specific complaints and incidents to determine the course of action; establishes the plan of inquiry, scope, timing, and direction of investigation.

Identifies principals and witnesses to be interviewed. Conducts interviews in a way that will elicit accurate and complete information. Documents interviews to record observations, statements and other information, and to provide accuracy when writing reports.

Obtains records of evidence to be examined; obtains evidence including photographs when appropriate and conducts fact-finding according to Oregon Administrative Statutes rules.

Examines and analyzes evidence from medical records, facility records, financial records, police reports, and legal documents. Coordinates examination of evidence with other professionals including Client Care Monitoring Unit, Program Assistance, immediate supervisor, or a Registered Nurse.

Performs comprehensive assessment of all gathered information, identified principals and witnesses, and observations in order to plan an appropriate course of action.

Provides problem solving with facilities, residents, families, and members of the community.

Coordinates and provides ongoing consultation to other S&DS staff.

Provides information to seniors and people with disabilities by telephone, in the office, or during community visits regarding Statutes governing abuse. Determines client need for other protective services or referral to available community/agency

Attends S&DS meetings, as well as local and state training in regard to policy and procedures.

Remains current knowledge related to roles and services provided by other agencies, community resources, service organizations, and programs available in the area. Refers clients/families to needed services or agencies and provides assistance as needed.

Participates in interagency committees and activities.

Other Job Functions

Participates in local program development, corrective action recommendations, and informal or formal dispute hearings.

Accompanies local law enforcement personnel as required.

Enters data related to APS statistical information.

Promotes the APS program through the local media and service organizations, with the assistance of S&DS Community Relations Specialist.

Presents seminars and training sessions, as time permits, to facility staff, S&DS staff, CEPs, and community agencies and groups regarding the prevention and reporting of abuse and neglect. Instructs them on the rules, procedures, and policies in Oregon Administrative Rules and Statutes.

Provides back up support to other APS workers.

Performs other related duties as assigned.

Working Conditions

Work involves frequent travel to make home or facility visits and potential exposure to animals, diseases, unsanitary conditions, and traffic hazards. Environmental conditions may include exposure to bodily waste, illegal drug use/manufacture, communicable diseases, and presence of weapons and/or vicious animals.

Work involves potential risk to worker personal safety due to hostile, possibly violent, persons.

Work may involve travel and/or investigative work after hours.

Knowledge, Skills, and Abilities

Knowledge of client assessment techniques, and the skills and ability to apply this knowledge in the completion of a comprehensive assessment of a client's functioning, resources and needs.

Knowledge of service plan development, and the skills and ability to apply this knowledge in the development of a comprehensive and safe plan to meet a client's needs.

Considerable knowledge of issues, problems, and concerns of senior citizens and people with disabilities.

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs administered on behalf of clients.

Considerable knowledge of community resources and services for the elderly and disabled.

Considerable knowledge of medical terminology, anatomy and physiology, disease processes, and associated care needs.

Ability to communicate effectively with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers and the general public, using tact, courtesy and good judgment.

Ability to establish and maintain effective working relationships with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers and the general public.

Ability to educate clients, clients' representatives and/or family members, medical providers and others regarding care options and the importance of client choice.

Knowledge of legal requirements regarding guardianships, conservatorships, powers of attorney, advance directives and related matters.

Requires strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

Skills and ability to respond and work effectively with angry and hostile clients, client representatives and service providers.

Ability to communicate effectively during legal proceedings.

Ability to obtain photographic evidence as necessary per Statute guidelines.

Ability to work with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are non-compliant with medical treatment, and (3) individuals with Alzheimer's disease or other dementing illnesses.

Ability to prepare reports and maintain accurate, up-to-date records.

Ability to work with accuracy and attention to detail.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to work in a fast-paced environment, to manage a high volume of work, and to set priorities in order to meet deadlines.

Ability to operate a networked personal computer and other standard office equipment, such as a calculator, fax machine and photocopier.

Ability to physically perform assigned duties.

Education and Experience

Bachelors' degree in social work and three years of progressively responsible experience working in human service programs, preferably with the elderly or disabled, or any combination of education and experience that provide the applicant with the desired skills, knowledge, and ability required to perform the job. Medical knowledge, certification such as an RN degree, and previous adult protective service experience desirable.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County. Ability to pass a criminal records history check.