



**Senior and Disability Services
Adult Protective Services (APS) Support**

Recruitment Announcement

Working Title: Adult Protective Services (APS) Support

Salary Range: \$18.09 -\$24.65 per hour

Division/Work Group: Senior and Disability Services / Adult Protective Services

Reports to: Unit Managers

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

Position Location: Schaefers Building, 1015 Willamette, Eugene, OR or other locations as needed

Deadline: Open Until Filled

How to Apply and Position Purpose

Lane Council of Governments currently has an opening for an APS Support in its Senior and Disability Services division. This is an SEIU-represented position.

Interested parties should submit (1) an Official LCOG Application, (2) a cover letter, and (3) a resume to the attention of: Joshua Burstein, Human Resources Manager, Lane Council of Governments, 859 Willamette Street, Suite 500, Eugene OR, 97401, by fax to (541) 682-4099, or by email to jobs@lcog.org, to be received by the above deadline.

You can obtain an Official LCOG Application by going to www.lcog.org/jobs.

Position Purpose: This position provides support and assistance to Adult Protective Services (“APS”) Specialists and the APS Unit in general.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position.

Position Essential Functions

Assists the Adult Protective Services Specialist with the editing and processing written reports within the statutory timelines. This includes reviewing reports for content, understanding, and deleting any personal identifying information that would breach confidentiality. Assurance as a reader that all elements of the report include investigator's interviews, observations, finding of facts, and conclusion.

Redacts all reports including names for reports that go to law enforcement or the District Attorney's office.

Redacts reports adhering to confidentiality of testimonies in a response to a subpoena or a court order received.

Processes and tracks response letters to and from providers, complainants, and victims within the prescribed statutory deadlines. Then makes appropriate changes, corrections, and processes the final report. Edits and reviews all letters before mailing for content, grammar, spelling, and punctuation.

Additional tasks include maintaining a data base of the notification of findings of abuse, letters of determinations, and sanctions from the state corrective action unit. Adds and edits the data base and corrects any errors.

Regularly updates computer files. Critical thinking is involved in maintaining the APS database for accuracy and public accountability.

Manages and routes all incoming and outgoing mail between Schaefer's, Park place, and Post office.

Maintains case files system including public and confidential files. Tracks letters of determination and federal surveys for facilities and assures that they are appropriately placed in the public records file. Maintaining and purging of the long term storage of confidential records within the statutory guidelines.

Maintains the legal action data base, works closely with city, county, and state law enforcement agencies and District Attorney's office to report quarterly on outcomes to the state and local MDT.

Maintains and orders office supplies. Maintains and oversees all office machines. Maintains all APS resources. Maintains and updates APS master resource

manual. Maintains current APS support specialist manual, including changes on procedures, policy transmittals as they occur.

Assists APS program supervisor in coordinating or implementing tasks needed to complete special events such as abuse conferences, community presentations, and guest speakers. Assists with special projects.

Serves as office receptionist and answers basic questions from the public. Provides back up at the screening / triage desk.

Provides back up support to other APS workers.

Other Duties of Position

Excellent writing skills are necessary for report writing and letter writing. Must be articulate and able to speak and communicate clearly.

Must be able to work cooperatively with Law Enforcement and the District Attorney's Office.

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Knowledge, Skills, and Abilities

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Minimum Qualifications

High school diploma (or G.E.D.) and three years general office experience; or any combination of education and experience that provides the occupant with the desired skills, knowledge, and ability required to perform the job.

Passing a background check is required for this position.

For this position, we follow all Executive Order and Oregon Health Authority policies on COVID-19 vaccinations; the selected candidate must be fully vaccinated or have an approved exception by start date.

3/29/22