



## POSITION DESCRIPTION

### Senior and Disability Services Adult Protective Services Specialist

<b>Adult Protective Services Specialist</b>
EMPLOYEE NAME: _____
Position Title: Adult Protective Services Specialist
Classification/Salary Range: Adult Protective Services Specialist / SEIU Range 17.27
Division/Unit: Senior and Disability Services / Adult Protective Services
Supervisor: Unit Manager
FLSA Status: Non-Exempt, Overtime eligible
Representation: SEIU
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, or other locations as needed
<b>Position Purpose</b>
<p>The Adult Protective Service Specialist (APSS) makes a difference in our community by protecting older adults and adults with disabilities from abuse, neglect, and exploitation. The APSS works with a team of dedicated professionals to investigate abuse allegations, create thorough reports, and coordinate with community organizations as needed to stabilize urgent situations and improve the quality of life of older adults and adults with disabilities. The APSS relies on their expertise in conducting investigations and knowledge of community resources while using a compassionate approach to positively affect people's lives.</p> <p><b>Note:</b> 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. The job description does not constitute an employment agreement between the employer and employee.</p>
<b>Position Essential Functions</b>

**Position Responsibilities:**

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 and objective information. Fact finding includes documenting interviews, recording observations, statements and other information. Documents interviews to record observations, statements and other information, and to provide accuracy when writing reports.

Conducts courtesy investigations to APS offices outside of Lane County.

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

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

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.

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

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.

**Position-related decision-making:**

Makes decisions regarding the safety of any situation, for self and others, prior to conducting an investigation. Use discretionary judgment to determine when law enforcement needs to be contacted, determines whether EMT or ambulance services are necessary.

**Additional position requirements and information:**

Excellent writing skills are necessary for report writing and letter writing. Must be articulate and able to speak clearly in a courtroom setting. Communication and interviews skills are important for the variety of interviews that are conducted and the types of information that are needed.

**Important to note:** The incumbent must be able to work cooperatively with Law Enforcement and the District Attorney's Office when a crime has been committed. Testifying to grand jury and other courts may be required. Incumbent will be assisting with guardianships, conservatorships, commitments, and restraining orders.

Incumbent will conduct educational trainings in the community including police departments, EMT's, and hospitals as well as in-service trainings to facility staff regarding mandatory reporting of abuse.

**Other Duties of Position**

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

Assists with courts cases including restraining orders, guardianships, and conservatorships.

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 the APS Supervisor or Program Manager.

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 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.

### **Minimum Qualifications**

Bachelors' degree in social work and three years of progressively responsible experience working in human service programs, preferably with seniors or people with disabilities, or any combination of education and experience that provides the occupant 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.

Valid Oregon State driver's license.

Passing a background check is required for this position.

### **Knowledge, Skills & 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.

### **Signatures**

Employee signature and date \_\_\_\_\_

Manager signature and date \_\_\_\_\_

Human Resources signature and date \_\_\_\_\_

12/27/23