



POSITION DESCRIPTION

Senior and Disability Services Adult Protective Services Specialist – Lead Worker

Adult Protective Services Specialist – Lead Worker
EMPLOYEE NAME: _____
Position Title: Adult Protective Services Specialist – Lead Worker
Classification/Salary Range: Adult Protective Services Specialist – Lead Worker / SEIU Range 20.27
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
Position Purpose
<p>This position provides training, consultation, and problem-solving assistance to Adult Protective Services (“APS”) Specialists in support of them responding to APS complaints and incidents to determine the course of action, and establishes the plan of inquiry, scope, timing, and direction of investigation.</p> <p>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. The job description does not constitute an employment agreement between the employer and employee.</p>
Position Essential Functions
<p>General Statement of Duties</p> <p>Provides training, consultation, and problem solving assistance to Adult Protective Service Specialists. Assists Unit Manager with coverage, training, quality</p>

assurance, public speaking, data collection, community networking, and other non-personnel related duties.

Distinguishing Features

Position assigned to the Lead Adult Protective Services Specialist classification is distinguished from the Adult Protective Services Specialist position by duties that include training, consultation, and quality assurance activities. These activities require a comprehensive understanding of complex Oregon Administrative rules and statues, DHS and S&DS computer systems, civil and criminal justice systems, medical and social service systems, regulations and professional standards, and the ability to objectively analyze unique situations.

Essential Job Functions

Consults with Adult Protective Service Specialist on difficult cases and providing expertise and problem solving assistance. Provides leadership and policy interpretation to the unit as directed.

Researches policy consults with Salem and keeps up to date on policy changes, best practices, and technical advances.

Develops a formal training curriculum. Implements new and ongoing training to Adult Protective Service Specialists. Trains APS staff on current or new policy in a group setting or on a one-on-one basis. Upon request will provide training to other S&DS staff about Adult Protective Services.

Provides input and feedback to unit managers on staff performance and helps identify areas of training needs.

Creates, compiles, updates, and creates short cuts and effective tools for Adult Protective Service Specialists.

Creates and establishes processes to streamline referrals and investigations.

Reviews courtesy investigations and interviews and then coordinates with APS Managers from other SPD districts

Offers operational and technical assistance to Unit Managers.

Under the supervision of the Unit Managers, participates in Quality Assurance activities, including case audits.

Develops an assessment tool for self-neglect cases. Monitors risk cases in consultation with the Adult Protective Services Specialists.

May complete a complex APS investigation or assist APS staff with their investigation upon request.

Provides thorough explanation of services, policies and assistance available; knowledgeable of community and state resources. Ability to understand medical terminology, disease processes, reading and interpretation of MARS, care plans and MD orders. Ability to work with various regulatory boards, legal systems including Medicaid fraud and justice department.

Oversee or work alongside MDT facilitator to recruit membership and maintain the integrity of the Lane County Multi Disciplinary Team.

Good understanding of various Senior & Disability Services programs.

In consultation with Unit Manager, responds to requests of information from OAAPI and written response to subpoenas. Responds to media interviews in consultation with LCOG and S&DS Directors.

Prepares a variety of reports as assigned by Unit Manager.

Upon request may assist Unit Manager with Adult Abuse conference.

Provides back-up support to APS staff in case of absence or work overload.

Knowledge, Skills, and Abilities

Thorough knowledge of legal requirements, standards, regulations, policies and procedures related to programs for the elderly and people with disabilities.

Thorough knowledge of client assessment techniques and interviewing skills.

Considerable knowledge of community resources and services for the elderly and people with disabilities.

Considerable knowledge about cultural and generational diversity.

Ability to explain complex programs, rules, regulations, policies and processes to consumers, families and the general public.

Ability to develop safety plans for vulnerable people. Considerable knowledge about domestic violence and the cycle of violence.

Ability to communicate effectively both orally and in writing with employees, consumers, representatives of state and community partners, media, legal systems, elected officials, and the general public using tact, courtesy, and professional judgment.

Ability to work with accuracy and attention to detail and meeting prescribed deadlines.

Ability to prepare reports and maintain accurate and current records.

Good organizational skills that will result in high efficiency and productivity.

Proficiency in operating standard office equipment, digital cameras, scanners, video recorders, video cameras, droid phones, GPS, and advanced technology for the purposes of the job.

Ability to establish and maintain effective working relationships with employees, vulnerable populations, community partners, and the general public.

Provide preparation, training and support to APS staff as they prepare for courtroom testimony.

Provide guidance and oversight of ROSE forms.

Considerable knowledge of guardianships, conservatorships, POA's, wills, and trusts.

Ability to physically and mentally perform assigned duties.

Ability to lead by example and to promote the Senior & Disability Services Mission Statement: "To advocate for seniors and adults with disabilities and provide to them quality services and information that promote dignity,

independence, and choice.”

Other Duties of Position

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

Bachelor’s degree in social work or human services field and three years of progressively responsible experience working in human service programs, preferably with the elderly or disabled;

OR Associate’s degree in a related field and five years of progressively responsible experience working in human service programs, preferably with the elderly or disabled ;

OR three years of experience in a position that is directly related to preparation for the position (an example of a position that qualifies for this within Senior & Disability Services is Adult Protective Services Specialist);

OR any combination of education and experience that provide 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 _____