



## POSITION DESCRIPTION

### Senior and Disability Services Adult Protective Services Support

Adult Protective Services Support
EMPLOYEE NAME: _____
Position Title: Adult Protective Services Support
Classification/Salary Range: APS Support / SEIU Range 8
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 support and assistance to Adult Protective Services (“APS”) Specialists and the APS Unit in general.</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>
Position Essential Functions
<p>Assist the Adult Protective Services Specialist with the editing and processing written reports within the statutory time lines. 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.</p> <p>Redacts all reports including names for reports that go to law enforcement or the</p>

District Attorney's office.

Redact 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.

### **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.

### **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\_\_\_\_\_