



ADULT PROTECTIVE SERVICE SPECIALIST

6616

GENERAL DESCRIPTION OF CLASS

The ADULT PROTECTIVE SERVICE SPECIALIST receives referrals, determines the need for and investigates alleged incidents of adult abuse or neglect. Employees develop and execute a plan designed to reduce the risk of abuse. They interview complainants, witnesses, alleged victims and perpetrators, and review written documentation to collect evidence. Employees decide the validity of the allegations; coordinate legal actions to protect victims; write case investigative reports and testify in court hearings.

DISTINGUISHING FEATURES

This is a single classification and not part of a series of classes.

The related classification of Human Service Case Manager will identify possible situations of abuse, and refers these suspected situations to the Adult Protective Service Specialist for investigation and resolution. The Adult Protective Service Specialist handles more complex cases than the Human Service Case Manager does. This is due to the clients' immediate danger, the need to involve legal processes and the level and type of decisions needed to protect individuals from harm. These features distinguish the two classification series.

DUTIES AND RESPONSIBILITIES

The listed duties are not inclusive but characteristic of the type and level of work associated with this classification. Individual positions may do all or some combination of the duties listed or other related duties.

1. Protective Service Case Management

Receive referrals, evaluate information and determine if level of risk is high enough to warrant protective case management. Gather demographic data; and other information about the alleged victim's family, health care needs and environment. Do a preliminary assessment of the alleged victim's safety, possible risks to the investigator or other factors; determine need for emergency intervention. Coordinate actions with, law enforcement personnel, District Attorneys or other community partners to arrange for victim's safety and security. Give consultative or expert opinions to prosecutors and judges on adult abuse or neglect. Determine need for and obtain restraining orders to protect victims. Initiate and secure protective actions such as guardian or conservator ships. Evaluate the victim's support systems, capacity to remain safe or make their own decision, take care of their own needs, or ability to protect her or his own interests. Develop and manage case plans that arrange for needed services, alternative living arrangements such as assisted living facilities, or personal care. Monitor progress and well-being of people under case supervision; refer cases to other agency case managers or community partners for on-going support and supervision.

Visit people in their homes to monitor living conditions. Intervene in situations where adults are at high-risk of abuse or neglect within their living situations; develop a service care plan to address the individual's needs; arrange for services to stabilize the individual's situation; monitor case for a period and adjust service care plans; refer to community organizations for follow-up or other case managers for on-going case supervision. Input information into various databases and electronic systems, and write reports.

2. Investigation

Investigate complaints of alleged abuse or neglect to adults receiving Medicaid, independently living in the community or in care facilities. Plan the scope and direction of the investigation. Interview the alleged victims, alleged perpetrators and witnesses. Review documents and records such as medical or financial records of alleged victims. Construct and organize detailed financial transactions from disorganized or incomplete records. Collect and analyze physical and documentary evidence. Apply statutes and facility regulations to investigative situations and determine a finding. Evaluate evidence and address issues that arise during the course of the investigation. Determine relevance, reliability and credibility of gathered information and evidence.

Decide when appropriate to contact law enforcement personnel, and then coordinate investigations with them. Support criminal cases by providing investigative information. Write investigative reports that include summary of evidence and witness statements, conclusions and recommended action. Testify in court, before grand juries, trials and hearings. Give sworn depositions.

3. Community Education

Identify community awareness needs in the area of prevention, identification and reporting of suspected adult abuse or neglect. Prepare and deliver training or presentations on abuse prevention to financial institutions; and community, professional, regulatory, or law enforcement partners. Give information to the public and community organizations on issues of adult care, agency programs or available resources. Participate on local multi-disciplinary teams. Present information at health fairs and other educational forums.

RELATIONSHIP WITH OTHERS

The Adult Protective Service Specialist has in-person, telephone and written contact with alleged victims and perpetrators; and their family, friends, neighbors, and care or medical providers to investigate alleged abuse and neglect. Employees have in-person, telephone and written contact with law enforcement personnel and legal professionals' to co-investigate cases, support legal action, testify in legal proceedings, or provide expert information. They also have in-person, written and telephone contact with internal agency staff, community organizations and the public to advocate for their clients, coordinate and arrange services, give program information or explain policies and procedures. Employees frequently encounter people who disagree with what needs to be done and must resolve those situations.

SUPERVISION RECEIVED

The Adult Protective Service Specialist works independently in the field with minimal supervision. Assignments are referred from agency personnel, community or family members that suspect a person may be a victim of abuse or neglect. A supervisor or manager reviews results, case documentation and decisions for quality and thoroughness and alignment with agency goals and policy. Professional knowledge, agency policies and procedures, administrative rules, state and federal regulations also guide the work.

KNOWLEDGE AND SKILLS (KS)**Extensive knowledge of:**

Theories and principles of adult human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
Principles and procedures for diagnosis, treatment and rehabilitation of physical and mental dysfunctions typical to the job assignment.
Principles and methods for the care of geriatric and disabled adults.
Principles, methods and strategies for preventing physical and mental abuse and protecting people from such abuse.

General knowledge of:

Principles and practices of human service case management such as client evaluation and assessment, patient or client advocacy, or resource development.
Implications of illness, injury, disability and the hospitalization process on patients and their families.
Techniques for managing human behavior.
Community resources typically available to adults in need of basic services such as medical or personal care.
Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

Basic knowledge of:

Principles, methods and practices of investigation such as planning the inquiry, interviewing witnesses and preserving evidence.
Techniques for writing thorough, complex and accurate investigative reports.
Common business practices and records including financial records.
Medical, dental and accounting terminology.
Processes and procedures of the judicial system for prosecuting cases typical to the work assignment.
Principles and methods of curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
Principles and processes for providing customer and personal services including needs assessment, meeting quality standards for services and evaluation of customer satisfaction.

Skill to:

Give full attention to what other people are saying, and take the time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
Interview people in emotional situations to obtain needed information.
Identify the social and medical care needs of others based on gathered information.
Be aware of others' reactions and understand why they react as they do.
Talk effectively to others to convey information.
Present information, verbally, in a factual and logical manner.
Resolve conflicts and effectively deal with upset or angry people in crisis situations.
Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Understand the implications of new information for both current and future problem-solving and decision-making.

Identify complex problems and review related information to develop and evaluate options and implement solutions.
Consider the relative costs and benefits of potential actions to choose the most appropriate one.
Enter, record, store and maintain information in writing and by using a computer.
Prepare clear and concise case narratives, written reports and documentation.
Apply regulations, policies and procedures to protective service situations.
Develop specific goals and plans to prioritize, organize and accomplish work.
Monitor and review information from materials, events or the environment to detect or assess problems.
Observe, receive and otherwise obtain information from all relevant sources.
Analyze information and evaluate results to choose the best solution and solve problems.
Develop constructive and cooperative working relationships with community agencies and others, and maintain them over time.
Identify information by categorizing, estimating, recognizing differences and similarities and detecting changes in circumstances or events.
Provide personal assistance, emotional support or other personal care to others.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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Revised

STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division