



Adult Protective Services Investigator (Goods and Services)

FLSA Classification: Non-exempt	Reports to: Program Supervisor
Status: Temporary (until 08/31/2024)	Hourly Wage: \$25.00 Public Service Loan Forgiveness Qualified Employer

PURPOSE:

The purpose of this position is to assist the Adult Protective Services Management team and the Executive Director to expand the APS Goods and Services Pilot Program. This position will assist in providing services directed toward safeguarding vulnerable adults through investigation of reports alleging abuse, neglect, self-neglect or exploitation of a vulnerable adult and the arrangements for the provision of emergency or supportive services necessary to reduce or eliminate risk of harm.

GENERAL INFORMATION:

Incumbents are responsible for the provision of accurate information regarding programs that service the elderly, caregivers and vulnerable adults. These programs include, but are not limited to, support services, community based in-home services, and access services.

PRINCIPAL ACCOUNTABILITIES:

Provide services to vulnerable persons eighteen (18) years of age or older who are unable to protect themselves from abuse, neglect or exploitation due to physical or mental impairment.

1. Alleviate caseloads that will free up time for APS staff to process Goods and Services requests.
2. Review cases, screen for eligibility and process Goods and Services requests.
3. Investigate Adult Protection referrals, which include documenting investigation activities, monitoring the case load.
4. Assure that all activities are within current program rules, regulations and guidelines.
5. If necessary, determine the need for legal action and make appropriate referrals to legal authorities.
6. Develop plans for protective actions, supportive services and/or law enforcement referrals.
7. Assist with public relation activities and training presentations to inform the public, community agencies, organizations, and medical community of adult protection services as required.

8. Participate in and maintain documentation of all required professional development and training activities.
9. Adhere to the federal and state rules, and regulations.
10. Assist in collecting and reporting data for federal, state, and internal reports as required.
11. Accept referrals from Information & Assistance, law enforcement, financial institutions, prosecutors, judges, or any member of the judiciary.
12. Maintain proper documentation and records in a timely manner in accordance with all federal/state regulations and program requirements.
13. Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Minimum Qualifications

The employee must be any one (1) of the following:

1. A social worker licensed to practice in Idaho; or
2. An individual with a Bachelor of Arts (BA) or Bachelor of Science (BS) in a human services field or equivalent and at least two (2) years' experience in direct service delivery to vulnerable adults; or
3. An individual with an Associate of Arts (AA) or Associate of Science (AS) degree and at least two (2) years' experience in law enforcement.

Experience: preparing and presenting oral presentations to groups.

Condition of Employment

Employee must successfully complete a criminal background check. Employee must have reliable transportation to be used during working hours and ability to travel throughout the 10-county service area.

Language Skills

Read, analyze, and interpret documents and information such as general business periodicals, professional journals, technical procedures, operations manuals, governmental regulations, and policy and procedure manuals. The employee must be able to write original reports and business correspondence. Effectively present information and respond to questions in one-on-one situations, group settings and to the general public. Communicate effectively in English; ability to speak Spanish is an asset.

Reasoning Ability

Apply reasonable understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems and situations involving several concrete variables in standardized situations and develop and implement solutions. Prioritize work time, sequence and research information to complete work assignments. Interpret different kinds of work situations and make decisions as to next step or draw conclusions. Must be able to multi-task projects and duties.

Computer and Equipment Skills

Proficiency in the use of computer and all common office machines required. Ability to work with Microsoft Windows and Office or databases specific to the AAA. Adequate typing skills are necessary for this position.

Other Skills and Abilities

Knowledge of the geographical area to be served and understanding of the demographics within it. Keeps accurate records of activities and reports them accurately and in a timely manner. Knowledge of working with consumers with special needs is required.

Certificates, Licenses and Registrations:

Must have a valid Idaho driver's license, a good driving record, and proof of current automobile insurance.

ESSENTIAL PHYSICAL ABILITIES:

1. Sufficient clarity of hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, use a telephone, and communicate with clients, fellow staff and the public;
2. Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to visually assess clients and their environment, comprehend and prepare written work instructions, and maintain case files, documents, and text forms;
3. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and to physically assist older citizens when needed;
4. Sufficient body mobility, flexibility and balance, with or without reasonable accommodations, which permits the employee to work in an office and field environment, including accessing the home environment of clients.

EQUAL EMPLOYMENT OPPORTUNITY:

The Area III Senior Services Agency complies with all Federal and State laws pertaining to Equal Employment Opportunity (EEO). The Area III Senior Services Agency is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identity, sexual orientation, age, or status as a qualified individual with disability.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by employees who are assigned this position. The above statements are not to be construed as an exhaustive list of responsibilities, duties, and skill required of employee. All employees may be required to perform duties outside of their normal responsibilities from time to time as needed. Nothing above alters the at-will employment at Area 3 Senior Services Agency.

I have been given a copy of this job description and understand my general responsibilities. I was given the opportunity to ask questions about anything I did not understand.

Employee Signature	Employee Name (printed)	Date:
Executive Director Signature	Executive Director name (printed)	Date: