

SAGE Community Resources

CLASS SPECIFICATION

ADULT PROTECTION INVESTIGATOR

Pay Grade: 5

FLSA Designation: Exempt

Effective Date: June 2004

General Statement of Duties

Performs investigative duties to determine if clients are subject to abuse, neglect, or exploitation; performs evaluation and assessment duties to determine services needed for clients; performs related work as required.

Classification Summary

The primary function of an employee in this class is to perform investigative and evaluation duties to determine if clients are subject to abuse, neglect, or exploitation and to perform evaluation and assessment duties to determine services needed for clients, with emphasis on keeping the client in the home. Additionally, this class of employee performs follow up evaluation and remedial duties to remedy conditions. The investigative and evaluation functions require independent judgment and initiative. An employee in this class may be assigned to other duties in the Agency. The work is performed under the direct supervision of the Adult Services Supervisor. The principal duties of this class are performed in an office and field environment that may include exposure to hazardous or hostile situations.

Examples of Work (Illustrative Only)

Essential Duties and Responsibilities

- Performs investigative and evaluation duties to determine if clients are subject to abuse, neglect, or exploitation;
- Performs evaluation and assessment duties to determine services, assistance, and programs needed for and available to clients, with the emphasis on keeping the client in the home;
- Documents interview evaluation, referrals and conversations with related and unrelated parties;
- Documents living situation and condition of client and assesses whether intervention is required, including the type and scope of intervention;
- Develops a care or remediation plan and begins implementation of the plan;
- Conducts interviews of clients, families, physicians, providers, guardians and other affected parties to determine client condition and needs;
- Screens incoming calls from the public and professionals, and prepares written intake reports based on initial interview with referents;
- Responds to complaints, inquiries, and investigative requests;
- Performs investigative and evaluation duties to determine if clients are subject to abuse, neglect, exploitation or self-neglect; reviews financial documents to determine financial exploitation;

- Evaluates and assesses situation and client to determine services, assistance, and programs needed for and available to clients, with the emphasis on maintaining the client in the home; refer client to applicable programs and services;
- Develops Protection Action Plan and implements; performs follow-up when needed;
- Performs follow up and re-evaluation assessment to determine if conditions have been remedied or the effectiveness of the chosen care plan;
- Prepares reports for law enforcement, Bureau of Facility Standards and Health and Welfare.
- Prepares court-related services including court and Health & Welfare testimony when subpoenaed, court reports and other legal documentation;
- Provides on-call services as assigned;
- Compiles monthly and quarterly reports required by agency policy;
- Performs all duties and activities in compliance with agency policies, procedures, and safety practices.

Other Duties and Responsibilities

- Prepares forms and spreadsheets for use by agency staff;
- Assists in preparing materials for presentations for the community; makes presentations as assigned;
- Maintains database files and records;
- Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of:

- Methods, procedures, objectives, and standard practices of complaint and client investigation, contact, interview, evaluation, and assessment;
- Federal, state, and local laws, legal procedures, guidelines, and methods of adult protection, both voluntary and involuntary, including client legal rights, powers of attorney, guardianship and conservatorship, adult protection laws, mental and medical health applications, and related processes and procedures;
- Federal, state, local laws as pertaining to abuse, neglect, exploitation and self-neglect;
- Community services, intervention procedures, agencies, and resources available to clients, including how to access the programs and assist in delivering the services;
- Emergency or crisis intervention procedures;
- Methods, procedures, objectives, and standard practices of social work, case management, and prioritization, with emphasis on senior care and gerontology, physical and mental disabilities, and the developmentally disabled;
- Methods, policies, objectives, and standard practices of office and administrative procedures;
- Time and resource management;
- Documentation, charting, record keeping, evaluation and assessment, and reporting procedures;
- Client service personal interaction and communication skills;
- Operation of a personal computer and software applications for word processing, spreadsheet, presentations, database management, and related procedures.

Ability to:

- Follow written and oral instructions and observe agency policies and procedures;
- Administer Agency programs, objectives, policies and procedures, and processes sufficiently to convey information to the client, related parties, agencies, the public, and staff;
- Independently evaluate and assess client conditions, review options, and identify a proper and responsive remedial action;
- Operate standard office equipment including a personal computer using program applications appropriate to assigned duties;
- Communicate effectively and establish and maintain working relationships with clients, families, physicians, law enforcement agencies, community agencies and providers, other affected and interested parties, the public, and other staff;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Prepare and maintain documents, reports, records, and related case records;
- Prepare and present oral and written reports and presentations;
- Maintain office, program, case, and individual confidentiality.

Acceptable Experience and Training

- A Social Worker licensed to practice in Idaho; or
- 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
- An individual with an Associate of Arts (AA) or Associate of Science (AS) degree and at least two (2) years experience in law enforcement.

Special Qualifications

- Valid state drivers license
- Background check required

Essential Physical Abilities

- Sufficient clarity of hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, use a telephone, and communicate with clients, employees, and the public;
- 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;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and to make adjustments to equipment;
- 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.