



# Protective Services Intake Specialist I

Salary Group: B15

Class Code: 5030

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROTECTIVE SERVICES INTAKE SPECIALIST I	5030	B15	\$38,976 - \$58,045
PROTECTIVE SERVICES INTAKE SPECIALIST II	5031	B16	\$40,918 - \$61,130
PROTECTIVE SERVICES INTAKE SPECIALIST III	5032	B17	\$42,976 - \$64,469
PROTECTIVE SERVICES INTAKE SPECIALIST IV	5033	B18	\$45,521 - \$71,055
PROTECTIVE SERVICES INTAKE SPECIALIST V	5034	B19	\$48,244 - \$76,028

## GENERAL DESCRIPTION

Performs entry-level protective services intake work. Work involves obtaining information and assessing intakes for determination of priority, allegation type, and handling. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Obtains and documents detailed information received concerning the alleged abuse, neglect, or exploitation of children, the elderly, and adults with disabilities.

Reviews intake reports, assesses the severity of the circumstances according to department policies and procedures, and assigns a priority classification.

Assesses intake reports for determination of priority, allegation type, and handling.

Provides and communicates policy information to the public, community organizations, and referral services.

Relays reports of abuse or neglect to appropriate protective services field staff or outside agencies.

Documents and records information received from calls, referrals, and other related correspondence.

Answers calls and reviews faxes, mail, electronic correspondence, and other information received by intake services.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in social work. Graduation from an accredited four-year college or university with major coursework in social work, counseling, psychology, education, criminal justice, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of the laws and regulations related to abuse, neglect, and exploitation of children, the elderly, or adults with disabilities; community social services resources; the laws and regulations related to adult protective services; laws and regulations of child care; family dynamics; and crisis intervention techniques and skills.

Skill in interviewing, and in the use of a computer and applicable software.

Ability to obtain information and conduct investigations, to develop client programs, to evaluate living conditions, to prepare reports, and to communicate effectively.