Adult Protective Services Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
ADULT PROTECTIVE SERVICES SPECIALIST I	5002	B17	$42,976 - $64,469
ADULT PROTECTIVE SERVICES SPECIALIST II	5003	B18	$45,521 - $71,055
ADULT PROTECTIVE SERVICES SPECIALIST III	5004	B19	$48,244 - $76,028
ADULT PROTECTIVE SERVICES SPECIALIST IV	5005	B20	$51,158 - $81,351
ADULT PROTECTIVE SERVICES SPECIALIST V	5006	B21	$54,278 - $87,046

GENERAL DESCRIPTION

Performs adult protective services work involving obtaining information; investigating reports of alleged abuse, neglect, or exploitation of the elderly and adults with disabilities; and participating in taking corrective action.

EXAMPLES OF WORK PERFORMED

Obtains information; investigates reports of alleged abuse, neglect, or exploitation of the elderly or adults with disabilities; investigates emergency situations; and takes corrective action.

Assesses client needs for degree and priority of services and develops service plans.

Advises, counsels, and interviews clients, family members, and others to gather social, functional, and physical and mental health information for evaluation.

Removes persons in dangerous situations from homes and admits them to emergency shelters until other services are found.

Arranges for medical and psychiatric examinations or treatments.

Monitors service plans to ensure that the needs of the elderly or adults with disabilities are met.

Prepares documentation and seeks court orders for emergency protective services actions.

Prepares and maintains case documentation.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

ADULT PROTECTIVE SERVICES SPECIALIST I: Performs entry-level adult protective services work. Work is performed under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited or no experience and spend the majority of their time performing simple to routine work following standard procedures.

ADULT PROTECTIVE SERVICES SPECIALIST II: Performs routine (journey-level) adult protective services work. Work is performed under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard, occasionally assist other staff in performing work of greater complexity, and may:

- Write reports summarizing the facts obtained during the investigations and take corrective action.
- Advise and counsel clients and caregivers during stressful situations.
- Testify in court.

ADULT PROTECTIVE SERVICES SPECIALIST III: Performs moderately complex (journey-level) adult protective services work. Work is performed under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Prepare statistical and special reports for management.
- Make presentations and participate in community awareness and related activities to inform the public about the program.
- Conduct risk assessments of protective services cases and determine and implement case actions.

***Note:** A senior-level employee (levels IV-V) may serve in a lead or supervisor role.*

Senior-level employees may perform the full range of work identified in the levels preceding their own, and/or may coordinate and/or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; and the nature, complexity, scope, and impact of the work performed.

ADULT PROTECTIVE SERVICES SPECIALIST IV: Performs highly complex (senior-level) adult protective services work. Work is performed under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Review referrals and make case assignments.
- Instruct staff on work methods, organizational procedures, and case documentation techniques.

- Develop community resources to serve the needs of clients and participate in community awareness activities.
- Develop specialized service plans to meet the needs of protective services clients.
- Participate in developing policies, procedures, and standards.

ADULT PROTECTIVE SERVICES SPECIALIST V: Performs advanced (senior-level) adult protective services work. Work is performed under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Monitor and evaluate protective services and casework activities.
- Provide consultative services and technical assistance.
- Conduct special projects to define program issues.
- Develop policies and procedures.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the laws and regulations related to abuse, neglect, and exploitation of the elderly or adults with disabilities; community social services resources; the laws and regulations related to adult protective services; gerontology and the dynamics of the aging process; special challenges related to adults with disabilities and the elderly; 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 conduct risk assessments, to develop client programs, to evaluate living conditions, to prepare reports, to testify in court, and to communicate effectively.

Additional for Adult Protective Service Specialist IV – V levels

- Ability to develop community resources; to develop policies, procedures, and standards; and to oversee and/or supervise the work of others.