Protective Services Intake Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROTECTIVE SERVICES INTAKE SPECIALIST I	5030	B16	$40,918 - $61,130
PROTECTIVE SERVICES INTAKE SPECIALIST II	5031	B17	$42,976 - $64,469
PROTECTIVE SERVICES INTAKE SPECIALIST III	5032	B18	$45,521 - $71,055
PROTECTIVE SERVICES INTAKE SPECIALIST IV	5033	B19	$48,244 - $76,028
PROTECTIVE SERVICES INTAKE SPECIALIST V	5034	B20	$51,158 - $81,351

GENERAL DESCRIPTION

Performs protective services intake work involving obtaining information and assessing intakes for determination of priority, allegation type, and handling.

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.

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 performing work of greater complexity.*

PROTECTIVE SERVICES INTAKE SPECIALIST I: Performs entry-level protective services intake work. Works 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.

PROTECTIVE SERVICES INTAKE SPECIALIST II: Performs routine (journey-level) protective services intake work. Works 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, and occasionally assist other staff in performing work of greater complexity.

PROTECTIVE SERVICES INTAKE SPECIALIST III: Performs complex (journey-level) protective services intake work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may provide technical assistance and guidance to others regarding intake work.

***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, and impact of the work performed.*

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

- Interpret and provide guidance on policies and agency procedures for unit staff.
- Prepare reports and respond to client complaints.

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

- Review and advise staff on the correct prioritization of intake calls.
- Provide consultative services and technical assistance on protective services intake work.

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 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.

Additional for Protective Services Intake Specialist IV – V levels

- Ability to supervise the work of others.