



Protective Services Intake Specialist III

Salary Group: B17

Class Code: 5032

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 complex (journey-level) protective services intake work. Work involves obtaining information and assessing intakes for determination of priority, allegation type, and handling. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Obtains, documents, and reviews 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.

Monitors and reviews 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 evaluates information received from calls, referrals, and other related correspondence.

Assists unit supervisor and staff in interpreting policies and agency procedures, in training new employees, in completing reports, and in responding to complaints.

May provide guidance to others.

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, to communicate effectively, and to provide guidance to others.