



# Protective Services Intake Specialist IV

Salary Group: B18  
Class Code: 5033

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROTECTIVE SERVICES INTAKE SPECIALIST I	5030	B15	\$35,976 - \$55,045
PROTECTIVE SERVICES INTAKE SPECIALIST II	5031	B16	\$37,918 - \$58,130
PROTECTIVE SERVICES INTAKE SPECIALIST III	5032	B17	\$39,976 - \$61,399
<b>PROTECTIVE SERVICES INTAKE SPECIALIST IV</b>	<b>5033</b>	<b>B18</b>	<b>\$42,521 - \$67,671</b>
PROTECTIVE SERVICES INTAKE SPECIALIST V	5034	B19	\$45,244 - \$72,408

## GENERAL DESCRIPTION

Performs highly complex (senior-level) protective services intake work. Work involves obtaining information and assessing intakes for determination of priority, allegation type, and handling. May supervise the work of others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Coordinates the documentation and review of information received concerning the alleged abuse, neglect, or exploitation of children, the elderly, and adults with disabilities.

Evaluates 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.

Interprets policies and agency procedures for unit staff.

Prepares reports and responds to client complaints.

May provide consultative services and technical assistance on protective services intake work.

May conduct special projects.

May supervise the work of 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 supervise the work of others.