



# Protective Services Intake Specialist V

Salary Group: B19  
Class Code: 5034

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
PROTECTIVE SERVICES INTAKE SPECIALIST IV	5033	B18	\$42,521 - \$67,671
<b>PROTECTIVE SERVICES INTAKE SPECIALIST V</b>	<b>5034</b>	<b>B19</b>	<b>\$45,244 - \$72,408</b>

## GENERAL DESCRIPTION

Performs advanced (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 minimal supervision, with extensive 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.

Reviews and advises staff on the correct prioritization of intake calls.

Reviews and approves intake reports, assesses the severity of the circumstances according to department policies and procedures, and evaluates assigned classifications.

Monitors, reviews, and approves intake reports for determination of priority, allegation type, and handling.

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

Provides consultative services and technical assistance on protective services intake work.

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.

Conducts 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.