

Please see below for additional information on job functions.

Regional Director

- Works on consistent coordination and cooperation with APS stakeholders, including working to establish and maintain multidisciplinary teams.
- Procurement and facilitation of emergency services and housing for clients in the region.
- Monitor overall provision of services for their region.
- Facilitate onboarding training for all new employees.
- Manage human resources and employee relation functions.
- Supervise manager/supervisors in the region.
- Provide technical assistance to managers/supervisors and field staff.
- Program management and administrative duties as assigned.
- Monitor quality assurance for their region and communicate trends to the state office.
- Knowledge of current policies, laws, developments, and best practices in APS.
- Works regularly with a wide array of stakeholders: state staff, professionals, service providers, APS field staff, and manager/supervisors.
- Deals with complaints or complex issues in their region.

Manager/Supervisor

- Supervise 8-10 investigators or other staff.
- Address complaints regarding their staff.
- Provides follow-up, consultations and other applicable resources to stabilize situation to prevent further recurrence of Abuse/Neglect/Exploitation.
- Initiates filing protective service orders for clients working with investigators.
- Works with investigator in referring cases to law enforcement.
- Work with staff to oversee each stage of the case.
- Ensure compliance with quality assurance standards.
- Review all cases that are ready for closure.
- Evaluate all staff.
- Maintain knowledge of current policies, laws, trends and developments in the field by attending training sessions and meetings.
- Establish and implement of a consultation and review process between the investigator and the supervisor/manager, and document in the case file within the CMS, at the following key case decision points: case assignment, investigation planning, assessment, determination of findings, service planning, legal intervention, and case closure as appropriate in the individual case.

Screening Specialist

- Statewide position that does not belong to any particular region
- Will timely screen intake reports using a standardized tool. Screening entails determining whether an intake becomes a case based on the standardized tool.
 - In an emergency, the intake report must be screened immediately upon receipt.
- Will determine triage level.

- Will forward the report to the appropriate manager/supervisor.
- In an emergency situation, will contact law enforcement/emergency responder as appropriate.

Investigator

- Performs initial investigations of protective service reports for cases meeting Adult Protective Services (APS) criteria and determines appropriateness of intervention within a standard of promptness.
- Visit client for face-to-face visit and ensure person-centered interactions, least restrictive options, and to preserve the right to self-determination.
- Inform clients of their rights.
- Upon investigation, determine by the preponderance of the evidence whether an allegation of abuse, neglect, or exploitation is substantiated or unsubstantiated.
- If a case is unsubstantiated, the investigator will still refer the client to services that are needed.
- If a case is substantiated, the investigator is to proceed with service planning/monitoring and take any necessary actions, such as informing their supervisor if any petitions for protective service orders are needed to make the client safe.
- Manage client service planning that maximizes client engagement.
- Evaluates the level of risk to clients and takes appropriate action to ensure safety.
- Works with case monitor in service planning.
- Maintains required accurate documentation according to state policies and procedures.
- Maintains knowledge of current policies, laws, trends and developments in the field by attending training sessions and meetings.
- Performs other professional responsibilities as assigned.

Case Monitor

- Assists investigator in the development of the service plan.
- Maintain contact with the client over the course of case monitoring.
- Implement and ensure referrals for all assigned service plans.
- Monitor timeliness of establishment of services.
- Evaluate effectiveness of assigned services.
- After services have been implemented and reviewed for effectiveness, the case monitor will send the case to the manager/supervisor for closure.