



## POSITION DESCRIPTION

### Senior and Disability Services Adult Protective Services Support

Adult Protective Services Support
EMPLOYEE NAME: <hr/>
Position Title: Adult Protective Services Support
Classification/Salary Range: APS Support / SEIU Range 10
Division/Unit: Senior and Disability Services / Adult Protective Services
Supervisor: Unit Manager
FLSA Status: Non-Exempt, Overtime eligible
Representation: SEIU
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, or other locations as needed
Position Purpose
<p>This position provides support and assistance to Adult Protective Services (“APS”) Specialists/Investigators and the APS Unit in general.</p> <p><b>Note:</b> Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.</p>
Position Essential Functions
<p>Assists the Adult Protective Services Specialist with the editing and processing written reports within the statutory timelines. This includes reviewing reports for content, understanding, and deleting any personal identifying information that would breach confidentiality. Assurance as a reader that all elements of the report include investigator’s interviews, observations, finding of facts, and conclusion.</p>

Processes and closes investigation reports within the designated reporting system, including making required internal notifications regarding the investigation conclusion.

Tracks and monitors report amendment requests received from APS Central Office. Review, edit, and process amended reports submitted by APS Specialists.

Maintains knowledge of data entry standards and follow statewide standards in entry of reports.

Redacts reports adhering to confidentiality of testimonies in a response to a subpoena or a court order received.

Sends reports to District Attorney's office, and appropriate law enforcement and regulatory agencies as instructed.

Additional tasks include maintaining a data base of the notification of findings of abuse, letters of determinations, and sanctions from the state corrective action unit.

Regularly updates computer files and processes requests to update and merge records. Critical thinking is involved in maintaining records and the local APS database for accuracy and public accountability.

Manages and routes APS related mail.

Maintains case files system including public and confidential files. Tracks letters of determination and federal surveys for facilities Maintains and purges the long term storage of confidential records within the statutory guidelines.

Responds to requests to view public disclosure files according to state requirements.

Maintains and orders office supplies. Maintains all APS resources. Maintains current APS support specialist manual, including changes on procedures, policy transmittals as they occur.

Assists in coordinating or implementing tasks needed to complete special events such as abuse conferences, community presentations, and guest speakers. Assists with special projects.

Serves as minutes recorder at APS hosted meetings.

Provides other back up support to APS Specialists, including in designated reporting systems.

### **Other Duties of Position**

Excellent writing skills are necessary for report writing and letter writing. Must be articulate and able to speak and communicate clearly.

Must be able to work cooperatively with Law Enforcement and the District Attorney's Office.

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

### **Minimum Qualifications**

High school diploma (or G.E.D.) and three years general office experience; or any combination of education and experience that provides the occupant with the desired skills, knowledge, and ability required to perform the job.

Passing a background check is required for this position.

**Knowledge, Skills & Abilities**

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

**Signatures**

Employee signature and date \_\_\_\_\_

Manager signature and date \_\_\_\_\_

Human Resources signature and date \_\_\_\_\_