



CAREER OPPORTUNITY PROFILE

TITLE: APS Specialist
CLASS: APS Specialist
Senior & Disability Services Toledo
Regular Full-Time (40 hrs/wk)

Job # 201911
Opens: 03/05/19
Open until filled

ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), a U.S. Small Business Administration (SBA) Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

ABOUT THE AREA

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

Only a one-hour drive to Portland and 40 minutes to Eugene – the region's major airports and gateways; and, a twenty-minute drive to Salem, Oregon's State Capitol, where many of OCWCOG's funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University, Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners.

The Oregon Coast is proof of the Northwest's amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG's presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

ABOUT THE ADULT PROTECTIVE SERVICES PROGRAM

Adult Protective Services, within the Senior and Disability Services, investigates alleged abuse and/or neglect of seniors and adults with disabilities.

GENERAL INFORMATION

This announcement will remain open until filled; however, the application screening process is expected to begin on or about April 19, 2019. Therefore, at the agency's discretion, materials received after April 22, 2019 may not receive consideration.

This position is represented by the Service Employees International Union (SEIU) Union. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

JOB DESCRIPTION

Title: Adult Protective Services Specialist

Position Classification: Adult Protective Service Specialist

Department: Senior and Disabilities Services Division

Reports to: Senior and Disability Services Program Supervisor or Program Manager

SUMMARY OF POSITION

Investigates, provides intervention and reporting of abuse against people with disabilities and older adults as required under state and federal mandate.

ESSENTIAL JOB DUTIES

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Completes investigation of protective service and abuse/neglect allegations for elderly persons and/or people with disabilities in the community, at community-based care facilities, and nursing facilities.
- Responds to referrals of protective service and abuse for elderly persons with disabilities in accordance with Oregon Administrative Rules.
- Provides comprehensive assessment and crisis intervention services for protective service/abuse situations for elderly persons and people with disabilities as needed including arranging for medical care, alternative living arrangements and other needed services.
- Completes clear and concise abuse reports which may be used in legal and corrective action proceedings in a timely manner and in accordance with Oregon Revised Statutes and Oregon Administrative Rule.
- Refers protective service/abuse cases to ongoing case management or other services following crisis resolution, as appropriate.
- Conducts comprehensive initial assessment and periodic review of needs for individuals in risk management category. Develops individualized plans in collaboration with other community agencies and resources to reduce risk to the client.
- Accompanies local law enforcement as required.
- Coordinates with volunteers agencies to provide services to risk management clients.
- Coordinates actions with law enforcement personnel, District Attorney, or other community partners to arrange for victim's safety and security.
- Works with client, family and other community resources to resolve ongoing case problems.

- Serves as a resource to providers, case managers, other public agencies and the public.
- Makes presentations and conducts abuse prevention and education outreach as required.
- Participates on Multidisciplinary Team.
- Completes and submits appropriate reports as required.

OTHER JOB DUTIES

- Provides backup support to unit staff as directed by supervisor.
- May assist Case Managers in Medicaid eligibility process. If assigned, completes eligibility in full, including all necessary paper work and MMIS documents.
- Attends meetings, staffing and training as directed by supervisor.
- Performs resource development activities.
- Other related duties as assigned by supervisor.

SUPERVISION RECEIVED

Receives general supervision from the Senior and Disability Services Program Supervisor or Program Manager

MINIMUM QUALIFICATIONS

Experience & Training

Bachelor's degree with emphasis in human, social, behavioral, or criminal sciences. Course work in social services, geriatrics, and health care or experience providing a knowledge of medical terminology affecting protected populations and/or investigative processes; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the job.

Knowledge, Skills and Abilities

- Knowledge of the elderly and/or people with disabilities and familiarity with the problems and issues confronting vulnerable populations in the local community;
- Knowledge of community resources;
- Knowledge of confidentiality rules regarding client and provider records and investigations, including HIPAA regulations;
- Knowledge of legal requirements regarding guardianships, conservatorships, power of attorney, advance directives, restraining orders, commitment hearings, and related matters.
- Knowledge of the principals, methods and practices of investigation such as planning inquiries, interviewing witnesses, and preserving evidence;
- Knowledge of, and ability to, operate a personal computer;
- Knowledge of, and experience in, Microsoft software;
- Ability to effectively communicate orally and in writing, including the ability to write thorough, complex, and accurate investigative reports;
- Strong interpersonal and problem solving skills and the ability to resolve conflicts effectively;
- Skills and ability to respond and work effectively with angry and hostile clients, client representatives and service providers;
- Ability to communicate effectively with attorneys and law enforcement in verbal and written formats and provide occasional testimony during legal proceedings;
- Ability to work with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are noncompliant with medical treatment, and (3) individuals with Alzheimer's disease or other dementing illnesses;
- Ability to assess individuals in their own home to determine appropriate service and/or community referral;
- Ability to work effectively with representatives of other social agencies, and members of the public;
- Ability to work effectively with clients and to use good judgment in handling individual case problems;

- Ability to interact and work with a culturally diverse population;
- Ability to identify complex problems and review related information to develop and evaluate options and implement solutions;
- Ability to exercise good time management skills in order to accomplish both daily tasks and on-going projects;
- Ability to maintain accurate, up-to-date records and to prepare accurate reports;
- Ability to work independently, organize and structure work, handle multiple projects and a high volume of work;
- Ability to initiate own work with minimum supervision.
- Ability to establish and maintain positive and effective working relationships with staff, consumers, other agencies and the general public.
- Ability to prepare and deliver effective presentations.
- Skills in performing psychosocial assessments.

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

Position requires successful completion of a criminal history and driving record check.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently

COMPENSATION PACKAGE

Starting salary is \$23.77 - \$26.22/hourly DOQE. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term care.
- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:
 - 0-36 month – 8 hours/month
 - 37-72 months – 10 hours/month
 - 73-144 months – 14 hours/month
 - 145 months & above – 16 hours/month

TO APPLY

An application and detailed job description is available at www.ocwcoq.org/careers. **You must submit the following application materials to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
3. A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**

If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:

- A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
- A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

The first review of applications will be on or around March 18, 2019. For immediate consideration, apply now.

Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

SUBMIT TO

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrcruit@ocwcoq.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing because of transmitting by fax or which may be lost through the mail.

EQUAL OPPORTUNITY EMPLOYER

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

◆ Phone (541) 967-8720

◆ Fax (541) 967-6123

◆ TTY (541) 928-3670