

B/S/S/T Area Agency on Aging has a vacancy for a Protective Service Worker out of the Towanda, PA office. In this position you will investigate reports of abuse, neglect, financial exploitation and self-neglect for consumers over the age of 60. You will respond to emergency and crisis situations, conduct home visits, engage in difficult discussions with consumers and all involved parties, conduct an assessment of capacity and functional abilities as well as arrange for the delivery of services to alleviate substantiated allegations.

This position requires strong concern for quality and accuracy of work with a results-oriented focus. The work involves critical and technical thinking and problem solving based on detailed knowledge of all pertinent facts and thorough analysis of relevant details. There is an intense focus on complex, independent problem solving and self-direction. The selected candidate must have a positive response to pressure and challenge, be a critical, creative thinker and problem solver who is able to work in a faster than average paced environment and manage multiple priorities.

Applicants must be a strong consumer advocate who can maintain a balance of objectivity and empathy while dealing with consumers living in stressful or crisis situation, have excellent communication skills, and enjoy working as a team providing support to other staff as well as having advanced computer and documentation skills and the ability to work under strict timeframes.

Required travel throughout the Agency's service area.

Must have a reliable vehicle for work related travel, up-to-date vehicle insurance and possess a valid driver's license.

This is a full time position (40 hrs. a week; Monday-Friday 8am-4:30pm) with benefits including health insurance, paid time off (vacation, sick, holiday, personal) and 401(k).

Selected applicant **must** pass a state police criminal clearance, child abuse clearance and if necessary a FBI clearance. These clearances will be obtained with assistance from the Area Agency on Aging, and free of charge to the selected individual

Minimum Experience and Training Requirements:

- (1). **Must** have a Bachelor's degree in Social Work, Criminal Justice or related field and
- (2). **Two** (2) years of experience in public or private social work, criminal justice or related field.

Interested persons should submit a resume to Bridget Worthington at bworthington@bsstaaa.org or by mail to Area Agency on Aging, 220 Main Street, Unit 2, Towanda, PA 18848.

An Equal Opportunity Employer.