

B/S/S/T AREA AGENCY ON AGING, INC
MISSION STATEMENT

Positively impacting the lives of adults, veterans, and disabled across Bradford, Sullivan, Susquehanna and Tioga Counties by advocating and providing a network of resources that result in independence, choice and dignity.

JOB DESCRIPTION

Position: Protective Services Worker
Classification: Protective Services Worker
Pay Grade: 37
Supervisor: Protective Services Supervisor
Hours: 40 hours/week, Monday – Friday, 8:00 a.m. – 4:30 p.m.

Job Summary:

Serves as the designated Protective Services Worker and performs Protective Services activities consistent with the AAA's local Protective Services Plan, Pennsylvania Department of Aging regulations, and the Older Adult Protective Services Act (OAPSA) to detect, prevent, or eliminate abuse, neglect, exploitation, and abandonment. This position primarily investigates reports of abuse, neglect, abandonment, and exploitation received under (OAPSA) and develops care plans to eliminate risk to older adults and resolve problems causing the need for Protective Services.

Protective Service Worker Responsibilities:

1. Respond to all Protective Services referrals to determine need for Protective Services.
2. Develop a working knowledge of the OAPSA and PDA policies and procedures implementing the OAPSA.
3. PS investigations include but are not limited to private interviews with the older adult and any alleged perpetrator, interviews and fact gathering from physicians, witnesses, family members, and other collateral contacts, obtaining and reviewing relevant documents such as bank statements and other financial records, general and health care powers of attorney, medical, psychiatric and neuropsychological records, evaluate the mental capacity of the older adult and determine if professional evaluation is necessary and arranging if necessary.
4. Cases that involve involuntary protective services orders under OAPSA and guardianship hearings in county court include providing necessary information to the agency's attorney to prepare petitions, serving the older adult and relatives with petitions, arranging for testimony by professional witnesses and other witnesses that will be available for testimony at the hearings and providing their

own testimony regarding the investigation in court, locating long-term care facilities that are appropriate for the older adult, arranging transportation and arranging for securing property, pets, etc.

5. Arranging with law enforcement for joint visits to the older adult if the older adult may have been physically abused or the situation may be dangerous and cooperating with law enforcement in any joint investigations.
6. Completes a PS Investigative Report as part of the investigation process; when a need for Protective Services is substantiated and provided, completes a written Protective Services Care Plan, Level of Care Assessment and Needs Assessment Tool, as needed.
7. Participates in the agency's Protective Services On-Call System to receive Protective Services reports.
8. Home visits required to older adults homes with the understanding the home environment may have potential health and safety concerns.
9. Maintain a cooperative working relationship with service providers, human service agencies, long - term care living care facilities, medical institutions, and law enforcement.
10. Act at times as a spokesperson in interpreting programs, policies, and information on conducting investigatory/regulatory activities to consumers, alleged perpetrators, health care facilities, and law enforcement.
11. Prepares and maintains Protective Services consumer files, case recordings, correspondence, statistical information, care plans, and financial documentation as warranted. Inputs documentation into SAMS system adhering to PDA regulations and standards.
12. Required travel throughout the service area of Bradford, Sullivan, Susquehanna and Tioga Counties to provide Protective Services.
13. Attends trainings set forth by AAA, PDA, OLTL, and OAPSA.
14. Complies monthly statistics and completes necessary paperwork.
15. Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

1. Knowledge of the dynamics of elder abuse and an understanding of the stresses associated with caregiving.
2. Thorough working knowledge of the Older Adult Protective Services Act, PDA regulations, and the Guardianship Law.
3. Possess effective communication skills.
4. Maintain and enhance professional relationships with law enforcement, health care facilities, and other government entities.
5. Must be able to problem solve and maintain objective approach in conducting case investigations.
6. Ability to plan and organize work relative to a caseload and to exercise initiative in an effective and timely manner.
7. Ability to be appropriate and articulate in approach with consumers, alleged perpetrators and health care facilities in providing information and conducting investigatory/regulatory activities.
8. Ability to analyze financial data and calculate percentages.
9. Ability to be attentive to detail, analyze financial and medical documentation.
10. Writing, editing and communicating include knowledge of the English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as communicating with a variety of individuals and groups.
11. Using a keyboard and personal computer.
12. Meet required time frames for completing investigations, reports, and completing Protective Services files.
13. Work independently, as well as within a team

Necessary Special Requirement:

Possession of a valid driver's license

Reliable vehicle for work related travel

Ability to pass the following background checks: FBI Clearance (if needed), State Police, Child Abuse, Debarment exclusion and motor vehicle verification.

Minimum Education and Training Requirements:

1. Bachelor's degree in Social Work, Criminal Justice or related field or Act 120 Certification, and
2. Two (2) years of experience in public or private social work, criminal justice or related field.

Revised
1/11/2018
6/11/2018
11/8/2019