**Job Description**

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| **Job Title:** | Supervisor- Adult Protective Services  | **Location:** | Area Agency on Aging of North Idaho |
| **Department:** | Aging and Adult Services | **Reports To:**  | Agency Director |
| **Division:**  | Office of Finance and Business | **Pay Grade:**  | N/A |
| **FLSA Status:**  | Non-Exempt |  |  |

**SUMMARY**

The Area Agency on Aging (AAA) Adult Protection Supervisor manages all aspects of the Adult Protection (AP) program operation. The AP Supervisor performs AP investigation duties and supervises AP personnel in investigating reports of alleged abuse, neglect, self-neglect, and exploitation of vulnerable adults 18 years of age and older in the five northern counties of Idaho.

**Essential Duties and Responsibilities**

This list includes, but is not limited to the following:

* Supervises all staff assigned to the AAA Adult Protection program.
* Oversees job functions of AAA staff as job duties relate to Adult Protection intake, investigation and report administration within Idaho Adult Protective Services (IAPS), Idaho Commission On Aging (ICOA), and the Idaho Criminal History Unit.
* Participates in hiring, evaluating and terminating Adult Protection personnel.
* Provides and/or arranges for orientation, training and continuing education for AAA staff as job duties relate to Adult Protection.
* Responsible for compliance with required elements of program contracts, policies, reports and protocols.
* Assesses referrals, investigates and assists staff with prioritization of work.
* Coordinates and attends multi-agency task forces, and/or service networks, when appropriate.
* Provides regular community education to increase the public awareness of APS.
* Works cooperatively with AAA direct service staff.
* Compiles and maintains required IAPS procedure and files per contract requirements and Idaho statute;
* Utilizes and maintains the client information system data base as related to IAPS.
* Investigates Adult Protection referrals, including interviewing potential victims, documenting investigation activities, completing comprehensive assessments, developing a supportive service plan and following-up on cases.
* Responsible for all data entry, investigations and reporting.
* Advocates for clients by providing information, guidance and support to the individual, caregiver, and family member(s) to reduce risk of future victimization.
* Coaches and empowers clients and their families to access services that are least restrictive to personal freedom and insures maximum independence of individuals serviced.
* File affidavits and appear in court hearings or proceedings as required.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, coworkers, students, and the community.
* Travels in department provided vehicle for field work.

# Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The following requirements represent the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

To meet the education and experience requirements, at least one of the following criteria must be met:

* Must hold a valid Idaho social worker license; OR
* Must have a Bachelor’s degree in a human services field or closely related field of study and at least two years of experience in direct service delivery to vulnerable adults; OR
* Must have an Associate’s degree and at least two years of experience in law enforcement.

Applicant must also have at least 1 year of supervisory experience.

**Certificates, Licenses, Registrations helpful**

Must successfully complete a criminal background check. Must possess a valid driver’s license and proof of liability insurance.

 **Knowledge, Skills and Abilities**

* Knowledge of applicable social service resources
* Computer skills to include Microsoft office
* Knowledge of general math principles
* Ability to effectively communicate orally and in writing
* Strong presentation skills
* Ability to prepare and maintain accurate note, reports investigative records
* Ability to use independent judgment and to manage confidential information
* Ability to establish and maintain effective working relationships both internally and externally
* Ability to plan procedures and prioritize work
* Ability to operate standard office equipment including phone, fax, copier

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 25 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer.

While performing the duties of this job, the employee may be exposed to outside weather conditions. Employee is also required to drive and get in and out of department vehicle five to 10 times per day as well as gain access to facilities by climbing stairs and negotiating driveways and/or sidewalks which are sometimes wet, icy, or snow packed. Must be able to travel throughout the northern Idaho five county service area in department vehicle. The noise level in the work environment is usually moderate.

September 2024