

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Protective Services Caseworker
PAY GRADE: 12

JOB SUMMARY

This position investigates reports of abuse, neglect, abandonment, and exploitation received under the Older Adults Protective Services Act (OAPSA). The Protective Services Caseworker completes investigations, develops care plans, and arranges services to eliminate imminent risk to senior citizens. The end result is to resolve the problems causing the need for Protective Services in the least restrictive manner to the Older Adult.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Protective Services Manager

ESSENTIAL QUALIFICATIONS

- Bachelor's degree in Social Work or a related field;
- Two years of experience in public or private social work that involves comprehensive and/or psychosocial assessments, or a licensed Registered Nurse with two years of experience, preferably involving home health services or in a program performing comprehensive functional and/or psychosocial assessments; and,
- One year of experience as an entry-level Caseworker I within an Area Agency on Aging Services Program is preferred.

GENERAL REQUIREMENTS

- Valid driver's license and reliable transportation with appropriate insurance coverage available daily;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- One year of experience with both operating personal computer hardware within a networked environment and Microsoft Office products including Word, Access, and Excel;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs, and safely lift and carry up to twenty pounds unassisted, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, and the ability to access handicapped-inaccessible residences; and,
- Work nontraditional hours as needed or assigned, including evenings and weekends.

SPECIFIC DUTIES

- ❖ Provides protective services for customers according to Act #1987-79 Older Adults Protective Services Act and its amendments, along with regulations found in Title 6, Chapter 15 of the Pennsylvania Code, and any related Acts and Department of Aging Regulations for Protective Services for Older Adults;
- ❖ Receives Reports of Need (RON) for individuals 60 years or older alleging abuse, abandonment, exploitation, and neglect;

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- ❖ Completes Investigations (ISA) to determine if allegations in the RON are substantiated or unsubstantiated;
- ❖ Interviews older adults as part of the investigation;
- ❖ Interviews collateral contacts as part of the investigation;
- ❖ Interviews Community Professionals (Physicians, Attorneys, Hospital, and Nursing Facility staff) as part of the investigation;
- ❖ Arranges medical evaluations as part of the investigation and interprets the findings;
- ❖ Arranges for Neuropsychological evaluations and interprets the findings;
- ❖ Obtains and reviews bank statements, retirement account statements, and other financial documents;
- ❖ Assists with the preparation of Court Petitions in cases that require emergency involuntary intervention to initially access an older adult or records related to the investigation;
- ❖ Assists with the preparation of Court Petitions under the OAPSA and provides testimony in a Court when involuntary intervention is required to ensure the safety of the older adult;
- ❖ Assists with the preparation of Court Petitions in Guardianship hearing (both emergency and plenary);
- ❖ Provides direct testimony in Orphans Court regarding the OAPSA investigations when a Guardianship is being sought;
- ❖ Serves the older adult and relatives with the petitions;
- ❖ Arranges for testimony by professional witnesses and other witnesses in Court;
- ❖ Locates nursing facilities, personal care homes, and other facilities that are appropriate for the older adult if placement is determined to be the least restrictive care option for the older adult;
- ❖ Provides all appropriate court documents to facilities, family, and the older adult;
- ❖ Arranges for transportation by law enforcement and ambulances as appropriate;
- ❖ Arranges for securing property, pets, etc. of the older adult;
- ❖ Arranges 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;
- ❖ Cooperates with law enforcement in any joint investigations;
- ❖ When the need for protective services is substantiated, completes a written protective services care plan and arranges services according to the Older Adults needs;
- ❖ Implements the care plan, provides protective services, care management, reassessment, on-going case recording, and service termination, as necessary;
- ❖ Completes the Report of Need for Protective Service form and notifies the Protective Service Manager or the On Call Protective Services Supervisor immediately for the Report to be assigned;
- ❖ Participates in the Program's Protective Services On-Call Schedule to receive protective service reports, investigate reports, and perform other protective services casework during hours the Aging Program offices are not open;
- ❖ Keeps Protective Service Manager well informed of protective service care plans and actions from initial receipt of Report of Need through termination of protective services;
- ❖ Performs cognitive exams on customers that show signs of confusion, memory loss, and other forms of decreased cognition or capacity;
- ❖ Travels to homes, hospitals, and other facilities as required to perform essential job duties;
- ❖ Completes all required and requested documentation in the WellSky computer data base;
- ❖ Provides customers a choice of providers to provide personal care, home support, and PERS (personal emergency response system) as part of the Protective Services Care Plan;
- ❖ Completes necessary forms to assist the Older Adult in obtaining other services and benefits such as, but not limited to, Medicare, rent rebate, PACE, and Department of Human Services

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- (DHS) Programs;
- ❖ Provides information and referral services; explains which agencies the customer should contact or personally refers the inquiries to the appropriate agency;
 - ❖ As assigned or scheduled, provides office coverage, and maintains availability to assist walk-in customers, answer the telephone, and write referrals for services;
 - ❖ Provides personal advocacy for customers to assist in resolving problems;
 - ❖ Assists customers to improve problem solving and/or coping skills;
 - ❖ Provides transportation and escorts customers to medical facilities and social service agencies, when appropriate;
 - ❖ Attends training sessions as assigned and shares information with staff as assigned;
 - ❖ Completes Program's monthly reports and daily logs as requested in the regulations;
 - ❖ Implements all Pennsylvania Department of Aging Directives and all STEP and Program policies and procedures as they apply;
 - ❖ Complies with applicable Federal, State, and Local laws and regulations; and,
 - ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components;
 - Professional social casework principles, practices, and methodologies;
 - Individual, group, and family behavior and ways of working effectively with the elderly and disabled;
 - Current economic, social, and health problems of the elderly and disabled;
 - Mental health conditions and dementias that afflict the elderly;
 - Mental health services system;
 - Civil and criminal court proceedings; and,
 - Older Adult Protective Services Act and Regulations.
- ❖ Skills in the following:
 - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Using a keyboard and personal computer; and,
 - Oral communication, such as speaking, listening, and interviewing to express ideas clearly and to interact with customers, co-workers, management, outside agencies, and the public effectively.
- ❖ Ability to perform the following:
 - Comprehensive assessments, including psychosocial information;
 - Determine the appropriate level and locus of care, and justify the determination in a written narrative;
 - Develop and write care plans based on the comprehensive assessment;
 - Work effectively with people and aid them to grow in the constructive utilization of their capabilities and in adjusting to their specific problems;
 - Organize and plan work;
 - Arithmetic calculations sufficient to complete income eligibility forms;

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- Communicate with law enforcement, attorneys, judges, and district justices;
- Prepare an emergency petition for intervention under the older Adult Protective Services Act for presentation to the Court;
- Cognitive Exams;
- Evaluate a person's decision-making capacity;
- Evaluate the safety of living arrangements and housing;
- Recognize situations that indicate an older adult is at imminent risk of death or serious physical harm;
- Be creative, resourceful, and flexible;
- Collect, organize, analyze, and process information accurately, quickly, and efficiently;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
- Analyze, evaluate, and recommend action on customer needs;
- Understand and accept the needs and rights of others, and effectively communicate with customers;
- Work independently, as well as within a team;
- Speak to individuals or groups of people with varied socio-economic backgrounds;
- Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;
- Think creatively and work cooperatively with supportive staff and outside agencies to promote and improve senior citizen services;
- Interpret written and oral information; and,
- Project a positive image.