

ADULT PROTECTIVE SERVICE WORKER**Nature of Work**

Under general supervision, performs advanced and complex social casework in the area of Adult Protective Services. Work is characterized by cases involving abuse/neglect/exploitation of adults. The nature of the situations requires expertise and judgment to deal with problems that are potentially dangerous to the client and the worker. Work requires the use of personal automobile for travel. Employee is subject to being on-call during non-business hours and must be available and have access to a telephone. Performs related work as required.

Examples of Work

- Conducts investigations concerning allegations of abuse, including sexual abuse, by talking with and visually observing affected individual; talks with immediate family, relatives, neighbors, teachers, doctors, and relevant others and reviews any pertinent records.
- Defuses possibly hostile situations wherein a person may be a threat to self or others.
- Makes initial assessments of validity of the allegation and the degree of danger that the adult is in; documents the results of the investigation.
- Assesses family and/or residential dynamics and problems that may be precipitating an abusive situation.
- Prepares a complete client service plan to remedy contributing problems and stop behavior patterns of abuse/neglect/exploitation and solicits family/caregiver cooperation.
- Engages family or caretaker in methods to solve problems, refers them to available resources, and monitors situation to prevent a reoccurrence of abuse.
- Files petition with the court when the adult is judged to be in imminent danger and testifies before the court in order to remove an adult from the family and/or residential situation; makes appropriate placement of adult with relatives, in Adult Family Care homes, nursing homes, residential boarding care, personal care homes, or in an emergency shelter.
- Offers alternatives to living environment if the client has been deemed incapacitated or incompetent; arranges placement of the adult client in an alternative living environment.
- Evaluates periodically the progress of the adult or living environment towards meeting objectives of the service plan, the need to modify the plan, and the eventual closing of the case.
- May complete and participate in court processes, including but not limited to guardianship/conservatorship hearings, mental hygiene petitions, and mental hygiene hearings following the execution of an Order of Attachment as dictated by the client's circumstances. Completes annual court reports for guardianship cases.
- May monitor Health Care Surrogate and guardianship cases according to policy, including end-of-life decision making.

ADULT PROTECTIVE SERVICE WORKER (CONT'D)**Knowledge, Skills, and Abilities**

Extensive knowledge of the Code of Ethics to make required ethical decisions.

Knowledge of State and Federal social welfare laws, rules, and regulations, particularly those concerning adult abuse and neglect.

Knowledge of social work theory, casework methods, and community organization/resources.

Knowledge of human behavior and the behavioral sciences, particularly concerning human development, aging, family dynamics, and interpersonal relationships.

Ability to assess emotional states, behavioral indicators, family dynamics, and overt signs of abuse in order to determine whether an abusive situation exists.

Ability to formulate client service and treatment plans.

Ability to influence people to engage in problem-solving activities and to change attitudes and behavior.

Ability to work effectively with judges and law enforcement officials.

Ability to communicate with individuals who have emotional or mental problems.

Ability to communicate both orally and in writing.

Ability to maintain case records and documentation, prepare reports, and compose correspondence both in written and database format.

Ability to operate a computer.

Minimum Qualifications

Training: Bachelor's degree in Social Work from an accredited four-year college or university.

Substitution: Bachelor's degree in Sociology, Psychology, Counseling, Criminal Justice, Behavioral Science, Interpersonal Communications, Human Services, Education, Special Education, Elementary Education, or Secondary Education from an accredited four-year college or university may be substituted for the degree in Social Work **OR** current West Virginia Social Work License.

Experience: Two years of full-time or equivalent part-time paid experience in adult or children's services in a public or private health and human services agency.

Substitution: A Master's degree in Social Work may substitute for the required experience.

Special Requirement: Eligible for Temporary Social Worker License **OR** Licensed as a Social Worker, Graduate Social Worker, or Certified Social Worker by the West Virginia Board of Social Work Examiners.

NOTE: Applicants may be appointed for a period not to exceed sixty (60) days from date of hire pending verification of licensure. Applicants must agree in writing to verify licensure within sixty days or be terminated. Employees working under this restriction shall not perform any social work duties until license is verified.

Promotion Only: In addition to the Special Requirement, one year of full-time or equivalent part-time paid experience as a Protective Service Worker Trainee **OR** five years of full-time or equivalent part-time paid experience as a Social Service Worker, Social Service Supervisor, Family Support Specialist or Family Support Supervisor.

ADULT PROTECTIVE SERVICE WORKER (CONT'D)

For the Bureau for Children and Families

Training: Bachelor's degree from an accredited four-year college or university.

Substitution: Current West Virginia Social Work License.

Experience: Two years of full-time or equivalent part-time paid experience in adult or children's services in a public or private health and human services agency.

Substitution: A Master's degree from an accredited college or university may substitute for the required experience.

Promotion Only: One year of full-time or equivalent part-time paid experience as an Adult Protective Service Worker Trainee **OR** five years of full-time or equivalent part-time paid experience as a Social Service Worker, Social Service Supervisor, Family Support Specialist, or Family Support Supervisor.

Established: 03/17/05

Effective: 04/01/05

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