

PROTECTIVE SERVICES PROGRAM DIRECTOR

HESSCO seeks a full-time Protective Services Program Director to oversee the daily operations of the Protective Services program to ensure quality case management and compliance with the Executive Office of Elder Affairs Office (EOEA) regulations and other policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Oversee the daily operations of the Protective Services program including but not limited to the screening and assignment of intakes, conducting investigations within the regulatory timeframes, developing and implementing service plans, and coordinating services with other community resources.
- Responsible for the overall compliance of the unit including policy development and the development of quality assurance/improvement systems. Works with the supervisory teams to establish systems to measure performance. Maintains a good working relationship with the EOEA Protective Services department.
- Complete and compile all monthly, quarterly, and annual statistical reporting as required by EOEA and HESSCO.
- Oversees hiring and training of new Protective Services staff. Works collaboratively with Supervisors to recognize the staff as well as address work performance issues.
- Develop and maintain positive relationships with community partners including but not limited to first responders, local hospitals and medical professionals, local housing authorities and/or housing assistance agencies, District Attorney's Offices, local Council on Aging's, and other HESSCO programs and services. Provides community training and outreach as needed.
- Works with the PS Supervisors to help support Protective Staff with ongoing professional development and maintain program consistency and regulatory compliance.
- Maintain and enforce strict confidentiality standards and ensure the security of protective consumers.
- Provides technical support to other programs within HESSCO and community agencies.

EDUCATION and/or EXPERIENCE:

- Master's or higher degree from an accredited school in social work, psychology, counseling, human development, nursing, sociology, criminal justice, public health, public policy, or gerontology, and at least **two (2) years of experience** in counseling, casework, case management, preferably in Protective Services or crisis intervention role.
- Or bachelor's degree from an accredited school in social work, psychology, counseling, human development, nursing, sociology, criminal justice, public health, public policy, or gerontology, and at least **three (3) years of experience** in counseling, casework, case management, preferably in Protective Services or crisis intervention role.
- Three years' experience in management and supervision of staff required.
- Social Work license preferred.
- Two years of experience in elder services preferred.
- Experience with developing and writing department policies and procedures preferred.