

## **PROTECTIVE SERVICE SUPERVISOR**

HESSCO seeks a full time (37.5 hours per week) Protective Service Supervisor. The HESSCO Elder Services Protective Service (PS) Program provides short-term, crisis intervention to older adults who need services necessary to prevent, eliminate, or remedy the effects of physical, sexual, emotional abuse, caregiver neglect, financial exploitation, and self-neglect.

The Protective Service Supervisor is responsible to supervise and assist the Protective Service Workers (PSW) to assess allegations of abuse, establish a basis for services along with conducting in person intakes, home visits, investigations, service planning, and crisis intervention.

### **Duties and Responsibilities:**

1. Provides direct supervision to Protective Service Workers (PSW) through case consultation and development of client case plans.
2. Supervises PSW performance and interaction with clients. Provides back up for PSW.
3. Assists PS Program Director in recruiting and hiring of staff. Provides orientation and training for new workers.
4. Provides screening decisions on all PS reports.
5. Assigns workload, reviews all major PS decisions with PSWs and approves, by signature, all related documentation.
6. Responsible in ensuring that documentation is completed by PS staff in accordance with standards and timelines set forth by Executive Office of Elder Affairs (EOEA).
7. Responsible for review and verification of monthly data for PS and completing monthly PS statistical reports.
8. Responsible for coordinating and overseeing outreach training on elder abuse program as determined by need and program mandate. Provides outreach training to stakeholders as required.
9. Provides training, scheduling, and coordination of all back-up staff for twenty-four hour on-call coverage.
10. Provides on-call night and weekend coverage, as required, including supervisory responsibility for first tier hotline coverage.
11. Works collaboratively with informal and formal supports, vendors, and other community agencies.
12. Participates in agency meetings, regional meetings and trainings as required.
13. Responsible for training staff and back-up staff in the APS computer system.
14. Performs other duties as required.

### **Qualifications:**

1. Master of Social Work (MSW) or 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 required with at least two-years of experience in counseling, casework, case management, preferably in a Protective Services or crisis intervention role; or

bachelor's degree from an accredited school in social work, psychology, counseling, human development, nursing, sociology, public health, public policy, or gerontology plus at least three years of experience in counseling, casework or case management providing protective or crisis intervention services.

2. Three years' experience in crisis intervention or work with at-risk elders.
3. Demonstrated ability to assume responsibilities and provide guidance to staff.
4. Strong interpersonal and effective communication skills, including verbal, written and presentation required.
5. Strong computer skills required. Proficiency in Microsoft Office, Excel, Word; adept to learning new software programs.
6. Self-starter, able to prioritize, meet deadlines and manage time effectively.
7. Valid driver's license, and reliable transportation required for travel.
8. Access to secure internet connection required.