

## **Protective Service Case Worker**

### **Job description**

HESSCO seeks a full-time (35 hours per week) Protective Service Case Worker. The Protective Service 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 role of the Protective Service Worker is to assess allegations of abuse to establish a basis for services along with conducting in person intakes, home visits, investigations, service planning, and crisis intervention.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

### **Responsibilities:**

- Receive and assess reports of potential abuse, neglect, financial exploitation and self-neglect.
- Establish trusting non-threatening relationships with referred consumers.
- Responds to emergency/rapid situations when necessary, utilizing direction of supervisory staff.
- Conducts timely and comprehensive investigations and assessments, accessing collateral contacts and writing required reports with regulatory citations.
- Monitor ongoing risk and efficacy of service plans.
- Conducts in-person interviews and home visit.
- Participate in interdisciplinary meetings with clinical staff to determine appropriate level of care.
- Responsible for the management of consumer information in database system.
- Refer and arrange geriatric therapies and clinical assessments for consumers as needed.
- Coordinate and communicate service plan needs and changes to providers and community partners.
- Knowledge of government benefits, behavioral health resources and long-term care supports.
- Comply with documentation standards to uphold compliance regulations set forth by the Executive Office of Aging & Independence.
- Conduct outreach and training to stakeholders.
- Work collaboratively with informal and formal supports, vendors and other community agencies.
- Attend required agency meetings and statewide trainings.
- Provide night and weekend on-call coverage, as assigned.
- Perform other duties as assigned.

**Qualifications:**

- A 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 one year of experience in counseling, casework, case management, preferably in a Protective Services or crisis intervention role; or
- A 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 two years of experience in counseling, casework or case management providing protective or crisis intervention services.
- 1-2 years of case management, behavioral health interventions and/or crisis intervention required.
- Strong interpersonal communication effectiveness, including verbal, written and presentation required.
- Proficiency in Microsoft Office, Excel, Word; adept to learning new software programs.
- Self-starter, able to prioritize, meet deadlines and manage time effectively.
- Candidate will possess strong work ethic with a high level of integrity and good interpersonal skills.
- Valid driver's license, and reliable transportation required for travel.
- Access to secure high-speed internet connection required.

Hourly rate: \$28.02

**Benefits:**

- Health insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Paid time off
- Retirement plan

Please email cover letter and resume to: [cganzen@hessco.org](mailto:cganzen@hessco.org)