

JOB POSTING

Title: **Protective Service Supervisor**
Department: Home Care
Supervisor: Protective Service Program Director
Primary Responsibility: Direct supervision of Protective Service Program

HESSCO seeks a full-time 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 supervises and assists the Protective Service Workers (PSW) in assessing allegations of abuse, establishing 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.

Interested applicants should submit a resume and HESSCO application no later than **Friday, March 6, 2026**, to Maureen Tivnan, Director of Human Resources, mtivnan@hessco.org.

Responsibilities:

- Provides direct supervision to Protective Service Workers (PSWs) through case consultation and development of client case plans.
- Supervises PS worker performance and interaction with clients. Provides back up for workers.
- Assists Protective Service Director in recruiting and hiring of staff.
- Provides orientation and training for new workers.
- Provides screening decisions on all PS reports.
- Assigns workload, reviews all major PS decisions with workers and approves by signature all related documentation.
- Responsible in ensuring that documentation is completed by PS staff in accordance with standards and timelines set forth by Executive Office of Aging and Independence.
- Responsible for review and verification of monthly data for PS and completing monthly PS statistical reports.
- 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.
- Provides training, scheduling, and coordination of all back-up staff for twenty-four hour on-call coverage.
- Provides on-call night and weekend coverage, as required, including supervisory responsibility for first-tier hotline coverage.

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- Works collaboratively with informal and formal supports, vendors and other community agencies.
- Participates in agency meetings, regional meetings and trainings as required.
- Responsible for training staff and back-up staff in the APS computer system.
- Performs other duties as required.

Qualifications:

- Master of Social Work (MSW) required with one-year relevant work experience; **or** bachelor's degree in social work, health or human services with two years' experience in crisis intervention or work with at-risk elders. Protective services, state home care and crisis intervention experience preferred.
- Demonstrated ability to assume responsibilities and provide guidance to staff.
- Strong interpersonal and effective communication skills, including verbal, written and presentation required.
- Strong computer skills required. Proficiency in Microsoft Office, Excel, Word; adept at learning new software programs.
- Self-starter, able to prioritize, meet deadlines and manage time effectively.
- Valid driver's license, and reliable transportation required for travel.
- Access to secure internet connection required.

Salary: \$66,300.00

Benefits:

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