

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Protective Services Caseworker II
CLASSIFICATION: Caseworker
PAY GRADE: 12

JOB SUMMARY

This position primarily investigates reports of abuse, neglect, abandonment, and exploitation received under the Older Adults Protective Services Act (OAPSA) and develops care plans to eliminate imminent risk to senior citizens and resolve the problems causing the need for Protective Services. When assigned, this position provides assessment, care management, and related casework services to arrange in-home services for senior citizens with disabilities, support to family caregivers and other services to enable senior citizens to remain independent or assist them in choosing and entering an appropriate facility to care for them. This position develops care plans through an evaluation of the senior citizen's social contacts and supports, their activities of daily living, the status of their cognitive functioning, their physical health, and their economic and other resources.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Protective Services Manager

ESSENTIAL QUALIFICATIONS:

- Bachelor's degree in Social Work or a related field, and two years of experience in public or private social work that involves comprehensive and/or psychosocial assessments, or a licensed Registered Nurse with two years of experience, preferably involving home health services, or in a program performing comprehensive functional and/or psychosocial assessments and,
- One year of experience as an entry-level Caseworker I within an Aging Services Program is preferred.

GENERAL REQUIREMENTS

- One year of experience with both operating personal computer hardware within a networked environment and Microsoft Office products including Word, Access, and Excel;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, Motor Vehicle Record check current within 90 days of employment; and the ability to be bonded;
- Ability to travel out of town and overnight for Program purposes;
- Valid driver's license and an insured vehicle available daily or other arrangements for transportation in order to fulfill job duties; and,
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs and safely lift and carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges and the ability to access handicapped-inaccessible residences.

SPECIFIC DUTIES

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- ❖ Primarily provides protective services for customers according to Act #1987-79 Older Adults Protective Services Act and its amendments, along with regulations found in Title 6, Chapter 15 of the Pennsylvania Code, and any related Acts and Department of Aging Regulations for Protective Services for Older Adults; this includes but is not limited to receiving reports of need, investigating reports of abuse, abandonment, exploitation, and neglect;
- ❖ OAPSA investigations include but are not limited to private interviews with the older adult and any alleged perpetrator, interviews and fact gathering from physicians, witnesses, family members and other collateral contacts; obtaining and reviewing relevant documents such as bank statements and other financial records, general and health care powers of attorney, medical, psychiatric and neuropsychological records; evaluating the mental capacity of the older adult and determine if professional evaluation is necessary and arranging if necessary;
- ❖ Cases that result in involuntary protective services orders under OAPSA and guardianship hearings in county court include providing necessary information to STEP's attorney to prepare petitions; serving the older adult and relatives with the petitions; arranging for testimony by professional witnesses and other witnesses that will be available for testimony at the hearings and providing their own testimony regarding the investigation in court; locating nursing facilities, personal care homes and other facilities that are appropriate for the older adult; providing all the appropriate court documents to facilities, family, the older adult; arranging transportation by law enforcement and ambulances; arranging for securing property, pets, etc. of the older adult;
- ❖ Arranges with law enforcement for joint visits to the older adult if the older adult may have been physically abused or the situation may be dangerous, and cooperating with law enforcement in any joint investigations;
- ❖ Completes an Older Adults Protective Services Investigation Report as part of the investigation process; when a need for protective services is substantiated and provided, completes a written protective services care plan, Level of Care Assessment and Needs Assessment Tool, as needed;
- ❖ Implements the care plan, provides protective services, care management, reassessment, on-going case recording and service termination, as necessary;
- ❖ Receives reports of need for protective services; completes Report of Need for Protective Service and notifies the Protective Service Manager or the Lead Protective Services Caseworker immediately for the Report to be assigned; participates in the Program's Protective Services On-Call Schedule to receive protective service reports, investigate reports and perform other protective services casework during hours the Aging Program offices are not open;
- ❖ Keeps Protective Service Manager and/or Lead Protective Services Caseworker well informed of protective service care plans and actions from initial receipt of Report of Need through termination of protective services;
- ❖ Performs Mini Mental Status Exam on customers that show signs of confusion, memory loss and other forms of decreased cognition or capacity;
- ❖ Travels to homes, hospitals, and other facilities as required to perform essential job duties;
- ❖ Completes all required and requested documentation in the SAMS/OMNIA computer data base;
- ❖ Provides customers a choice of providers to provide personal care, home support, and PERS (personal emergency response system);
- ❖ Calculates cost of care plan and determines customer's cost share amount; explains cost share regulations to customers; contacts customers that are delinquent on cost share payments to attempt to resolve payment problems;

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- ❖ Makes initial face-to-face contact with elderly individuals to explain services, screens for needs, arranges for referral of individuals found to be in need of Office of Aging services or other resources such as, but not limited to, other STEP services, Social Security, County Assistance Office, and public housing;
- ❖ Completes necessary forms to obtain Office of Aging services and completes or aids in completing forms for other services and benefits such as, but not limited to, Medicare, rent rebate, PACE, and Department of Human Services (DHS Programs);
- ❖ Provides information and referral services; explains which agencies the customer should contact or personally refers the inquiries to the appropriate agency;
- ❖ As assigned or scheduled, provides office coverage and maintains availability to assist walk-in customers, answer the telephone and receive/write referrals for services;
- ❖ Assists customers to locate and move into adequate housing, including nursing homes, assisted living facilities and personal care homes, using a standardized DHS screening instrument for placements within personal care homes and assisted living facilities;
- ❖ Provides personal advocacy for customers to assist in resolving problems;
- ❖ Assists customers to improve problem solving and/or coping skills;
- ❖ Provides transportation and escorts customers to medical facilities and social service agencies, when appropriate;
- ❖ Attends training sessions as assigned and shares information with staff as assigned;
- ❖ Completes Program's monthly reports and daily logs as requested in the regulations;
- ❖ Implements all Pennsylvania Department of Aging Directives and all STEP and Program policies and procedures as they apply;
- ❖ Complies with applicable Federal, State, and Local laws and regulations;
- ❖ Provides customers with the opportunity to donate for services rendered; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components;
 - Professional social casework principles, practices, and methodologies;
 - Individual, group, and family behavior and ways of working effectively with the elderly and disabled;
 - Current and economic, social and health problems of the elderly and disabled;
 - Mental health conditions and dementias that afflict the elderly;
 - Mental health services system;
 - Civil and criminal court proceedings; and,
 - Older Adult Protective Services Act and Regulations.
- ❖ Skills in the following:
 - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Using a keyboard and personal computer; and,
 - Oral communication, such as speaking, listening, and interviewing to express ideas clearly and to interact with customers, co-workers, management, outside agencies, and

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the public effectively.

❖ Ability to perform the following:

- Comprehensive assessments, including psychosocial information;
- Determine the appropriate level and locus of care, and justify the determination in a written narrative;
- Develop and write care plans based on the comprehensive assessment;
- Work effectively with people and aid them to grow in the constructive utilization of their capabilities and in adjusting to their specific problems;
- Organize and plan work;
- Arithmetic calculations sufficient to complete income eligibility forms and cost of service and cost share calculations;
- Communicate with law enforcement, attorneys, judges, and district justices;
- Prepare an emergency petition for intervention under the older Adult Protective Services Act for presentation to the Court;
- Mini Mental Status Exam;
- Evaluate a person's decision-making capacity;
- Evaluate the safety of living arrangements and housing;
- Recognize situations that indicate an older adult is at imminent risk of death or serious physical harm;
- Be creative, resourceful, and flexible;
- Collect, organize, analyze, and process information accurately, quickly, and efficiently;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
- Analyze, evaluate, and recommend action on customer needs;
- Understand and accept the needs and rights of others, and to effectively communicate with customers;
- Work independently, as well as within a team;
- Speak to individuals or groups of people with varied socio-economic backgrounds;
- Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;
- Think creatively and to work cooperatively with supportive staff and outside agencies to promote and improve senior citizen services;
- Interpret written and oral information; and,
- Project a positive image.