



Position: Protective Services Investigator

Exemption Status: Exempt

Job Status: Full Time (40 hours per week)

Pay: \$39,000 to \$43,000 annually

Department: Social Services

Reports To: Associate Director of Protective Services

Direct Reports: No Direct Reports

Location: Homestead Office/Imperial Center/Chartiers Center/Work from Home

About the Position

Summary: The Protective Services Investigator is responsible for completing home visits in older adults' (consumers') homes to investigate Reports of Need (RON). This position will develop and implement care plans as needed to reduce or eliminate the identified risks to the older adult. The PS Investigator will work with the Allegheny County Area Agency on Aging (AC/AAA) and the AC/AAA RN Consultants or other county professionals to confirm the need for involuntary commitments and/or guardianship. Must use independent, professional judgement and skills developed through established State, County and Agency training to ensure that Federal, State and Local regulations are followed. Ensure that public funds are used appropriately and that individual care plans are managed accordingly.

Essential Job Duties:

- Completion and resolution of Reports of Need within Federal/State/Local timelines using independent and professional judgement.
- Conducting investigations either alone or in conjunction with Protective Service Investigators or other county staff.
- Ensuring that participant information is protected according to all applicable privacy and confidentiality regulations.
- Complete Report of Need Investigations and participant documentation completely and accurately.
- Complete and document all transitions from protective services to on-going case/care management
- On-call for after-hours emergency RON.
- Data entry into state-mandated data base according to State, Local and agency specific regulations,
- Independently works according to a flexible schedule that includes working remotely and schedule RON.
- Research, recommend and assist individuals with applications to programs/resources to assist care for older adults.

Additional Job Duties:

- On-call responsibilities, in the office, during regular business hours to: handle calls from participants, responding to Emergency RON referrals and assist with other tasks as necessary.
- Assist training of new Investigators through shadowing of home visits, training on documentation, etc.
- Complete other duties as assigned to implement LifeSpan's Mission, Vision and other contractual requirements.

Required Qualifications (Education/ Skills / Experience):

- Bachelor's Degree in social work or related field.
- One (1) year direct aging casework experience.

Effective Date: 3/21/2019



Preferred Qualifications (Education / Skills / Experience):

- Working knowledge of the provision of social services and health care in various settings.
- Ability to research community resources in emergent situations.

Traits / Characteristics:

- Strong time management skills and the ability to prioritize
- High ethical integrity
- Self-driven with the ability to formulate goals
- Continuous self-improvement and a strong participant focus
- Strong communication skills, active listening

Technology / Certifications / Other:

- Pennsylvania State Police background check through the PA Access to Criminal History required, dated within one year prior to the employment start date.
- If applicant has not been a PA resident for two consecutive years, without interruption and immediately preceding the date of application for employment, the applicant must obtain an original PA Department of Aging FBI background check AND the PACH background check.
- PA Motor Vehicle Record check and similar record checks from any state the applicant has resided in during the last year.
- Completion of Pennsylvania Protective Services Basic Training (prior to conducting investigations).