

## Adult Protective Services Case Manager

**DEPARTMENT:** Senior & Family Services

**REPORTS TO:** Program Supervisor

**FLSA STATUS:** Exempt

**LOCATION:** Northfield, IL

**PT/FT:** Full-time

**SUMMARY:** The Adult Protective Services (APS) Case Manager provides assessment and intervention services to abused and/or neglected adults with disabilities and older adults in communities we serve. Investigations are performed according to the State of Illinois programs and all applicable regulations. The APS Case Manager interviews alleged victims, abusers, and relevant others in a home environment and will work towards risk reduction, intervention and supportive counseling.

### **DUTIES AND RESPONSIBILITIES:**

- Provides an advanced level of case management services and investigates reports of abuse, neglect, or financial exploitation to adults age 60 and over and adults age 18 and over with a disability. Follows Illinois Department of Aging and Area Agency on Aging Adult Protective Services program standards and procedures for investigation, intervention and protective services offered to alleged victims and their families. Conducts a thorough assessment and investigation of each reported case of abuse, neglect, or exploitation.
- Conducts unannounced home visits for each reported case of abuse. Evaluates client needs and coordinates on-going services. Develops a case plan and refers appropriate services for victims and family members. Interviews and provides supportive counseling to a diverse client base.
- Completes initial risk assessment evaluation of situations where client is at risk and intervention is necessary, provides emergency assistance and clarifies options for clients and families. Collaborates with a team of professionals, including physicians, social workers, law enforcement, an attorney, and other community members to resolve abusive situation.
- Attends and participates in monthly Multidisciplinary Team meetings. Conducts presentations on Adult Protective Services Act to community members and organizations including schools, hospitals, local senior buildings, law enforcement, etc.
- Attends scheduled staff meetings
- Completes a minimum of 18 hours of continuing education each year
- Performs other related duties as assigned by management

### **SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

### **QUALIFICATIONS:**

- Master's Degree (MA, MSW) in social work, or a related social services field
- Previous experience working with older adults and/or adults with disabilities, preferred

- Certificates, licenses and registrations required: Current Adult Protective Services (APS) certification, preferred, or ability to obtain upon hire
  - Computer skills required: Microsoft Office Suite; ability to quickly learn internal proprietary database
  - Other skills required:
    - Have strong organizational and observation skills
    - Sensitivity to cultural diversity
    - Have strong attention to detail and ability to maintain accurate documentation forms in a timely manner
    - Current driver's license and access to a car for home visits
    - Ability to participate in on-call rotation for 24-hour and weekend cell phone
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**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*