

JOB TITLE: Adult Protective Services Supervisor

FLSA STATUS: Exempt

LOCATION: Arthur C. Nielson, Jr. Campus, Northfield, IL and service areas

FT/PT: Full-time (35 hours/week)

PAY: \$65,000 to \$70,000 annually

Are you passionate about supporting the well-being of older adults? Do you want to make a meaningful difference in the lives of the 24,000 individuals we serve each year? If so, North Shore Senior Center could be the perfect place for you! We are currently looking for a dedicated Adult Protective Services Supervisor to join our team.

As a “Best & Brightest” company to work for, NSSC is a nationally accredited 501(c)(3) nonprofit, committed to enhancing the lives of older adults across a broad spectrum of needs—from those living independently to those needing comprehensive care. Our wide range of services includes specialized dementia care, social services, educational and wellness programs, and volunteer opportunities, all designed to enrich the lives of older adults across the 26 communities we serve.

SUMMARY: The Adult Protective Services (APS) Supervisor manages a team of APS caseworkers and provides assessment and intervention services to abused and/or neglected adults with disabilities and older adults in communities we serve. This includes conducting and supervising investigations into alleged abuse and developing care plans. Investigations are performed according to the State of Illinois programs and all applicable regulations.

DUTIES AND RESPONSIBILITIES:

- Meets with a team of APS Caseworkers (based on designated Township service area(s)) on a weekly basis to provide supervision, consultation, and training
- Reviews case records to ensure compliance with policies and procedures for the department
- Maintains APS Case Manager’s certification and recertification required by IDOA
- Reviews case files under his/her/their supervision for annual audit and monitors program compliance guidelines, including vouchers for payment
- 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
- Interviews alleged victims, abusers, and relevant others in a home environment and will work towards risk reduction, intervention, and supportive counseling
- 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
- 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, police, and other community members to resolve abusive situations
- Participates in the Hoarding Task Force with partnering CCU APS Programs
- Conducts presentations on Adult Protective Services Act to community members and organizations including schools, hospitals, local senior buildings, law enforcement, etc.

- Completes APS standards required minimum of 12 hours of documented in-service training on abuse of older adults and adults with disabilities, self-neglect or domestic violence subjects within a calendar year. An additional 11 hours of qualifying recertification training is required every 3 years
- Responds to medical emergencies and performs CPR/AED and First Aid as needed
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

SUPERVISORY RESPONSIBILITIES:

- Directly supervises a team of Adult Protective Services caseworkers within the Senior & Family Services Department
- Provides back up supervision to another team of APS caseworkers that report to the APS supervisor when the supervisor is not available
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

QUALIFICATIONS:

- Master's degree in social work or related field and 2-3 years of related field experience working with older adults
- Current IDOA APS certification
- Be able to access elevator and non-elevator buildings on a regular basis
- Have strong organizational and observation skills
- Sensitivity to cultural diversity
- Have strong attention to detail and maintain accurate documentation for Illinois Department of Aging APS forms in a timely manner
- Computer skills required: Microsoft Office Suite; ability to quickly learn internal proprietary database
- Must have a vehicle, valid driver license, and auto insurance for home visits
- Participate in on-call rotation for 24-hour and weekend cell phone

FULL-TIME BENEFITS/PERKS:

- 401(k)
- Employer matched 401(k) retirement savings plan
- Generous paid time off to maintain work-life balance
- Sick Time
- 12 Paid Holidays
- Comprehensive medical, dental, and vision insurance coverage
- Employer Paid Life Insurance
- Short-term Disability Insurance
- Employer Paid Long-term Disability Insurance
- Flexible spending and health savings accounts
- Access to employee assistance programs
- Employee discounts
- Mileage reimbursement
- Professional development opportunities
- Referral bonus program
- Tuition reimbursement
- Diverse and inclusive workplace
- Positive work culture
- Free membership to NSSC Fitness Center

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), 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.