



CLASSIFICATION NO. 243  
Revised and Retitled: 4/90, 03/14  
FLSA: Exempt  
EEO: 2

## **ABUSE INVESTIGATOR**

### **CLASS CHARACTERISTICS**

Under general supervision, to investigate abuse, neglect or exploitation reports and protective service referrals; interpret and analyze applicable Oregon Administrative Rules to determine if reports of abuse and/or neglect meet the definition for investigation; review diagnostic assessments and service plans, including medical, behavioral and financial records; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Abuse Investigator is a specialized classification used within the Department of Health, Housing and Human Services. This classification is primarily oriented to reviewing comprehensive evaluations in order to identify the types and level of protective services needed by clients, consulting and making decisions on a wide range of cases and investigating and following-up on any complaints and allegations of client abuse, neglect or exploitation. Incumbents within this classification also serve as liaisons to multidisciplinary teams, provide training, and facilitate meetings with community partners and agencies regarding protective services.

The Abuse Investigator differs from the Case Manager series which provides a variety of direct case management services to clients. It also differs from the Mental Health Specialist series which is primarily focused on providing mental health clinical services that include therapeutic intervention, and diagnostic treatment, planning and evaluation.

### **TYPICAL TASKS**

Duties may include but are not limited:

1. Conducts, investigates and follows up on abuse and neglect reports; testifies in court or hearings regarding professional evaluation and reports; makes recommendations or testifies in court for protective services orders, guardianship reviews and civil commitments based on ORS 427 criteria; reviews diagnostic assessments and investigation reports to recommend need for guardianship/conservatorship.
2. Seeks consultation from care providers on complex and/or problematic cases under investigation; provides technical assistance and recommendations to staff and community partners on potential cases of abuse and exploitation; reviews assessment and case planning when requested by agency case managers; initiates or recommends "client alerts" on high-risk cases.
3. Provides general orientation and training for new employees; serves as a training resource for staff and community agencies.

4. Participates in inter-agency meetings; assists with the development of protocols, and written procedures for manuals; disseminates memorandum on changes in laws and statutes; assists with training and system changes; analyzes trends and process improvement related to health and safety of vulnerable clients with quality assurance committee; consults and coordinates with Manager; provides unit coverage as needed.
5. Serves as liaison to multidisciplinary teams; initiates and maintains effective relationships; works in conjunction and collaboratively with community partners and other local and state agencies, attorneys, law enforcement and other professionals, as requested by supervisor, in initiating programs and services related to abuse and neglect of vulnerable adults.
6. Provides training to universities, colleges, professional groups on the identification of abuse, neglect and exploitation of older adults, disabled persons, including the topic on mandatory reporting.
7. Collects and documents statistical data; reviews case documentation and closures; writes mandatory State reports and maintains records; assists with interpretation of statutory and administrative rules for compliance; follows up on required actions.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Federal State and local laws, rules and regulations relating to abuse prevention and investigations; accepted techniques and principles used in conducting investigations; principles, methods and techniques of group and individual casework methods; community resources; general principles of gerontology, mental health, intellectual or developmental disabilities or mental/emotional dysfunctioning; investigative techniques required for gathering, evaluating and transmitting sensitive information.

Knowledge of: Laws and regulations regarding involuntary commitments, protective services and guardianship/conservatorship.

Skill to: Review and interpret service plans for clients with diverse needs; interview professionals and collaterals to gather data needed in assessing specific needs of clients; interview vulnerable adults using established protocols;; establish and maintain effective working relationships with agency staff and other social service professionals; maintain accurate and concise records; prepare and present concise, convincing written reports; plan and organize an assigned caseload; understand and interpret human behavior, procedures, regulations, legal implications of program services to clients; communicate effectively, both orally and in writing.

### **WORKING CONDITIONS**

Duties include exposure to environmental factors and unpleasant living conditions and behaviors.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications

and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** Unless subject to program specific requirements outlined below, a minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

- Positions within Developmental Disabilities must meet the minimum standards for an Abuse Investigator under Community Developmental Disability Programs as defined in OAR 411.
- Positions within Behavioral Health must possess required education, experience and knowledge to meet minimum qualifications as a Qualified Mental Health Associate (QMHA) as defined by OAR 309-032-1505.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

### **POST-EMPLOYMENT REQUIREMENTS**

Within the first year of hire, must attend and pass core competency training and demonstrate competency after completion of core competency training. (OAR, Chapter 407, 411)

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