

CLASS TITLE: **Elder Protective Investigator III**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class supervises Elder Protective Investigators conducting investigations of complaints of abuse, neglect and financial exploitation of residents of long term care facilities; and performs related duties as required.

ESSENTIAL DUTIES: Develops and implements work standards and procedures for complaint intake, investigation, management, resolution and reporting activities; reviews case intake forms, prioritizes cases and assigns to staff; monitors the progress of investigations for compliance with established standards, intervention guidelines and investigative procedures; reviews case reports and intervention plans by staff for quality and appropriateness of recommendations; oversees the implementation of intervention plans by service providers for resolution of abusive situations; oversees advocacy activities performed by staff to ensure clients receive needed services; supervises or participates in mediating on behalf of clients to resolve complaints; authorizes legal action to be taken on behalf of clients and oversees the tracking of the legal process; supervises and directs the work activities of Nursing Home Visitors; acts as a liaison with state and local law enforcement agencies on investigations; prepares management reports on the sections's activities and program accomplishments.

RELATED DUTIES: Develops public information materials to promote protective service programs for the elderly; advocates for legislation to promote improvements in the quality of care provided to residents in long term care facilities; represents the department at meetings to provide information on the city's Long Term Care Ombudsman Program; responds to inquiries from the general public regarding long term care options, guidelines for selecting a nursing home and federal and state laws on residents rights.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Gerontology, Social Work, Public Health or a related field supplemented by three years of progressively responsible social service administrative experience, or an equivalent combination of training and experience, provided that the minimum degree requirement is met.

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

Knowledge, Abilities and Skill. Considerable knowledge of federal and state laws relating to the rights of residents in long term care facilities. Considerable knowledge of investigatory methods and procedures. Considerable knowledge of programs, services and other resources available to senior citizens. Knowledge of supervisory practices and procedures.

Ability to supervise and direct staff. Ability to develop and implement work standards and operating procedures. Ability to work effectively with social service agencies. Ability to access multi-level facilities.

Considerable skill in working with the elderly. Considerable investigation skills. Good mediation skills. Good supervisory skills. Good human relations skills. Excellent oral and written communication skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

December 2004  
City of Chicago  
Department of Personnel