

Code: 3067
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: Elder Protective Investigator II

CHARACTERISTICS OF THE CLASS: Under supervision, the class functions at the senior level, conducting complex investigations of complaints of abuse, neglect and financial exploitation of residents of long term care facilities and may function as a lead worker on special investigations; and perform related duties as required.

ESSENTIAL DUTIES: Conducts site visits of long term care facilities to monitor and evaluate living conditions and quality of care and to investigate complaints filed by or on behalf of residents; interviews clients, reporters of abuse and witnesses, gathers information relevant to complaint allegations and prepares detailed reports of investigative findings; reviews investigation reports prepared by lower level staff assigned to assist on large investigations, ensuring compliance with established standards, intervention guidelines and investigative procedures; advocates on behalf of clients to mediate and resolve complaints and to ensure facilities are providing quality care to its residents; prepares intervention plans and monitors their implementation by social service providers and other agencies to resolve abusive situations; provides information and referrals, and counsels clients on obtaining needed social and supportive services available to them; advocates for legislation to promote improvements in the quality of care for residents in long term care facilities; attends meetings to provide information on the rights of residents of long term care facilities and the department's program and services; monitors the progress of complaints and case management activities; prepares work activity reports.

RELATED DUTIES: Trains and monitors the work activities of Nursing Home Visitors; provides guidance to lower level staff as needed; 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 Bachelor's 's degree in Gerontology, Social Work, Public health or a related field supplemented by three years of progressively responsible social service or investigative experience, or a Master's degree in one of the above listed fields, supplemented by one year of social service or investigative experience, or an equivalent combination of training and experience, provided that the minimum degree requirement is met.

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CLASS TITLE: Elder Protective Investigator II (Cont'd)

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 investigatory methods and procedures. Considerable knowledge of federal and state laws relating to the rights of residents in long term care facilities. Good knowledge of social service programs, support services and other resources available to senior citizens.

Ability to collect, analyze and interpret information. Ability to prepare detailed case reports. Ability to work effectively with the elderly. Ability to access multi-level facilities.

Good investigatory skills. Good interviewing skills. Good skill in advocating for the rights of clients residing in long term care facilities. Good human relations skills. Good oral and written communication skills.

Working Conditions. Long term care facilities and 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