

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Case Manager, APS	<b><u>CLASS NUMBER:</u></b> 70223	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Office on Aging	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N13	<b><u>POSITION CONTROL #:</u></b> 111806
<b><u>POSITION LOCATION:</u></b> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Case Manager Supervisor (111800)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Case Manager, Adult Protective Services (APS) classification is to respond and investigate community referrals regarding older adults suspected of being abused, neglected, and/or exploited and to formulate and implement plans of care in accordance with adult protective service statutes, agency guidelines, and protocols in the Ohio Revised Code (ORC).

**JOB DUTIES:**

Investigate reports of elder abuse. Conduct multiple visits out in the community. Assess and determine each client's mental and physical status and capacity. Demonstrate knowledge of ORC rules and regulations. Conduct investigative interviews. Assess client's support systems including formal and informal. Make findings and decisions based on facts. Collect, analyze, and photograph physical and documentary evidence. Develop, implement, and monitor case plans to eliminate or reduce danger or substantial risk of danger. Develop immediate plan to protect client if the client is in crisis.

Refer client to community resources and services. Advocate, negotiate, and coordinate services for clients. Plan and implement alternative living arrangements for clients when needed. Attend and participate in case plans for clients with other involved professionals. Deescalate and/or diffuse hostile, resistant, and unstable persons whether it be client or other. Work with clients and others who have mental health issues. Collaborate with others. Participate on local multi-disciplinary teams. Construct and organize detailed financial transactions from disorganized or incomplete records. Assist clients with paying bills, as needed.

Document accurate case records of assessments, case activities, and case plans. Write summaries, reports, letters, and other related correspondence. Answer intake calls for reports of abuse, neglect, and exploitation. Answer weekend hotline calls to take emergency reports of abuse, neglect, and exploitation. Respond by making visits, if needed. Gather information for state statistics with demographic statistics.

Prepare materials for filing documents, testifying at court hearings, etc. Prepare clients and others for testifying and hearings. Determine need for and obtains restraining orders to protect clients. Obtain twenty-four hour emergency orders for restraining purposes, and ordering medical care and placement. Correspond with peace officers for coordinating emergency orders. Identify community awareness needs in the area of prevention. Deliver training or presentations on abuse prevention to financial institutions, community, professionals, regulatory and law enforcement, or available resources. Orient and train new adult protective service staff, students, and participate in academic studies and publications. Attend workshops for continuing education and keep current with practices. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of budgeting; public relations; human relations; agency policy and procedures; government structure and process; counseling; interviewing. Skill in word processing; equipment operation. Ability to recognize unusual or threatening conditions and take appropriate actions; apply principles to solve practical, everyday problems; deal with problems involving few variables in familiar context; define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; recognize safety warnings; copy records precisely without error; complete routine forms; maintain accurate records; prepare meaningful, concise accurate reports; prepare and deliver speeches before specialized audiences and general public; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects, handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in social work or related field with one (1) year of social work or related experience.

**Additional Requirements**

Must maintain a valid Ohio driver's license.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date