

ELDER ABUSE/NEGLECT COORDINATOR

DEFINITION

Under general supervision of the office director and program manager, the Elder Abuse/Neglect Coordinator conducts state mandated elder abuse and neglect investigations by the authorization of Wisconsin Statute 46.90. Additional duties include arrangement of assessments; legal documentation of reports and investigation outcomes; development of public and professional education materials and events; provide staff support and leadership for multidisciplinary groups as assigned. Inter-agency collaboration and teamwork is required at all levels of work in Elder Abuse and Neglect Program.

EXAMPLES OF DUTIES

Receives and documents information from reporting person or agency; completes state mandated and agency mandated reporting forms; contacts victims and family members and collaterals; provides or arranges crisis services and/or placements; notifies victims of their rights to refuse investigation and/or services; coordinates crisis intervention by mental health, adult protective services, law enforcement, and district attorney's victim assistance staff and other agencies; develops service plans; makes referrals; coordinates interventions by others; provides short-term counseling, mediation, and advocacy for victims and family members when appropriate; maintains documentation of facts and evidence; analyzes annual data and writes reports; plans and leads public awareness activities; represents elder abuse system at community events as requested; provides staff support to the Dane County Joint Coordinating Committee on Elder Abuse and Neglect, including taking notes, preparing agendas, writing minutes, and planning meetings; provides staff support for multidisciplinary team.

EMPLOYMENT STANDARDS

Education and Experience: Master's degree in social work or closely related human services field, and one year of supervised professional social work experience or a bachelor's degree in social work or closely related human services field with 2 years of professional social work experience. Requires State of Wisconsin Social Work certification (temporary certification may be accepted).

Knowledge, Skills, and Abilities: Thorough knowledge of the needs, challenges, and opportunities raised by the aging in general; integrated knowledge of social work practice with a specialization in crisis intervention and family dynamics with aging family members; understanding of current issues related to preventing elder abuse, neglect and exploitation; extensive working knowledge of laws, regulations, policies and procedures pertaining to the field of elder abuse and neglect and adult protective services; strong knowledge of community resources that may be used by older people; knowledge of and experience in the field of elder abuse and neglect or related aging services; knowledge of counseling techniques and crisis intervention approaches; knowledge of special needs and social-emotional circumstances of elder people and their families; knowledge of the types of crimes that potentially affect older people; knowledge and demonstrated ability to work with other professions effectively; knowledge and ability to address ethical dilemmas in social work practice; capacity to organize and manage complex situations to achieve the most effective program and consumer objectives; excellent verbal, written, and formal presentation/teaching skills; ability to relate to people in an unprejudiced, non-judgmental, understanding and empathetic manner; ability to develop and maintain data to describe reports received and interventions; and team leadership and demonstrated ability to work as a team member.

Special Requirements: Requires access to reliable personal motor vehicle transportation and possession of or eligibility for a valid Wisconsin driver's license.