

Code: 3066
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: **Elder Protective Investigator I**

CHARACTERISTICS OF THE CLASS: Under supervision, the class performs at the professional entry level, investigating complaints of abuse, neglect and financial exploitation of residents of long term care facilities; and performs 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; advocates on behalf of clients to mediate and resolve complaints and concerns 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; 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; maintains records on assigned case load and prepares case and work activity reports.

RELATED DUTIES: Attends meetings to provide information on the rights of residents of long term care facilities and the department's program and services; participates in recruiting and training Nursing Home Visitors; advocates for legislation to promote improvements in the quality of care for residents in long term care facilities.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Gerontology, Social Work, Public Health or a related field supplemented by two years of social service or investigative experience, or a Master's degree in one of the above listed fields, 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.

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CLASS TITLE: **Elder Protective Investigator I (Cont'd)**

Knowledge, Abilities and Skill. Knowledge of investigatory methods and procedures. Knowledge of federal and state laws relating to the

rights of residents in long term care facilities. Knowledge of social service programs, support services and other resources available to senior citizens.

Ability to conduct investigations. 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. Some interviewing skills. 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