

ADULT PROTECTIVE SERVICES BUREAU CHIEF

Division of Aging & Adult Services

Adult Protective Services

1789 W. Jefferson, Phoenix, AZ 85007

Openings: 1

Grade: 25

PLEASE NOTE: This announcement is open until a sufficient number of resumes are received. Interested applicants should apply for this position if they feel that they are qualified as quickly as possible to ensure a timely application.

The Adult Protective Services (APS) Bureau Chief oversees and manages the Division's Adult Protective Services Program whose legislative mandate is to receive and evaluate reports of abuse, neglect, or exploitation of vulnerable or incapacitated adults; is responsible for the field activities, the APS Central Intake Unit (Hotline), the Financial Exploitation Unit, the Appeals Unit, the Mortality Review Committee, Policy/Legislation as it pertains to Adult Protective Services and Strategic Planning which involves identification of program development and process improvement initiatives. This position evaluates program growth and advocating for additional full time employees (FTEs) to meet the growing demands of the program and maintaining an effective and efficient case load that is manageable for colleagues; and coordinates and implements APS program improvements as required.

Under the direction of the Deputy Assistant Director, the APS Bureau Chief provides confidential oversight and management of the APS services provided statewide for the abuse, neglect and exploitation of vulnerable adults in Arizona; and collaborates with the Continuous Quality Improvement Administrator in program development and process improvement initiatives and provides oversight of the respective change management project plans. This position interacts with the DAAS Assistant Director, DES Deputy Directors and the DES Director (when necessary), providing updates and information and also responds to media requests pertaining to APS cases. The incumbent directs and coordinates the operational and personnel activities for the statewide APS program through six District Program Managers, one APS Program Administrator, and one Administrative Assistant; and directs monitoring and evaluation of the delivery of services throughout the state assuring program integrity and consistency with program goals and objectives.

The APS Bureau Chief allocates personnel; reviews and approves relevant personnel actions of all APS employees; develops and implements training strategies/initiatives statewide; and guides the revisions of program manuals; reviews reports for accuracy and completeness. This position coordinates and leads mortality reviews as needed; collaborates in activities with partners such as law enforcement, Department of Health Services, Division of Developmental Disabilities, the court system, Attorney General's office and fiduciaries involved with the safety and protection of vulnerable and aging adults; and participate in networks and coalitions that promote and protect the safety and well-being of APS clients.

Knowledge of: Applicable federal and state statutes, administrative and personnel rules and regulations; Adult Protective Services policies and procedures; social work and casework practices and principles; state resources and contract providers in the aging network; practices and principles of budget development and policy and procedures; practices and principles of effective administration; personnel management techniques and approaches; adult education practices and principles; change management techniques and strategic and long range planning; continuous quality improvement; executive communication techniques; and conflict resolution and mediation techniques.

Skill in: Administrating and the supervising of a multi-disciplined, widely dispersed staff; organizational structure and management techniques; legislative review, policy development, and interpretation; and community and public relations; public speaking; demonstrating effective oral and written communications; establishing and maintaining interpersonal relations; fiscal data analysis, evaluation, and interpretation; interpreting and applying complex federal and state laws and regulations to the program; planning, organizing, directing, coordinating, and evaluating complex service programs through subordinate managers; motivating staff, delegating, effective leadership; and working with diverse groups and individuals.

Ability to: Develop program goals, set priorities, and manage a varied workload; quickly resolve complex planning and program problems; analyze and develop effective management plans; interpret and present policy concepts; establish and maintain effective working relationships with staff and members of the community; give public presentations and trainings; use a variety of computer software packages such as Excel, Word, Power Point; take data or information and analyze, evaluate, interpret, and implement solutions to increase efficacy and efficiency of the APS program; demonstrate critical thinking, problem solving, conflict resolution, sound fiscal decision making, resource allocation and usage; and develop, implement, manage, and evaluate strategic plans.

NOTE: A Level One Clearance Card from the Arizona Department of Public Safety is required to perform the duties and responsibilities of this position, in accordance with A.R.S. 41-1968. A Level One Clearance Card can be applied for upon acceptance of a job offer.

NOTE: In-state travel is required, and out-of-state travel may be required. Requires possession of and ability to retain a current, valid state-issued driver's license appropriate to the assignment. Employees who drive on state business are subject to driver's license record checks, must maintain acceptable driving records and must complete any required driver training (see Arizona Administrative Code R2-10-207.12.). Employees may be required to use their own transportation as well as maintaining valid motor vehicle insurance and current Arizona vehicle registration; however, mileage will be reimbursed.

IDEAL/PREFERRED CANDIDATE: Will have a Master's Degree in Social Work, Gerontology, Public Administration, or related field from an accredited college or university; a minimum of five years' work experience in social services programs, human services fields, or in the field of aging; and at least two years management experience. Preference will be given to candidates that are bilingual and can speak, read and write English and Spanish fluently. Other foreign languages will also be considered a preference.

We offer a comprehensive benefits package that includes 12 days' sick leave, 13 days' vacation, 10 paid holidays per year, health and dental insurance, life and long-term disability insurance. Optional employee benefits include short-term disability, deferred compensation, and supplemental life insurance.

Employees must participate in the Arizona State Retirement System (ASRS). Enrollment eligibility becomes effective after 27 weeks of employment.

All newly hired employees are subject to the E-Verify Employment Eligibility Verification Program.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting Human Resources Administration at (602) 771-2870. Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an EOE/ADA Reasonable Accommodation Employer.