

Department of Economic Security

Providing Opportunity, Assistance and Care for Arizonans in need!

ARIZONA MANAGEMENT SYSTEM (AMS):

All Arizona state employees operate within the Arizona Management System (AMS), an intentional, results-driven approach for doing the work of state government whereby every employee reflects on performance, reduces waste, and commits to continuous improvement with sustainable progress. Through AMS, every state employee seeks to understand customer needs, identify problems, improve processes, and measure results. State employees are highly engaged, collaborative and embrace a culture of public service.

Adult Protective Services Program Administrator

Division of Aging & Adult Services

1812 W. Monroe Street

Phoenix, AZ 85007

www.azdes.gov

JOB SUMMARY:

The position is responsible for oversight and management of the Division's Adult Protective Services (APS) Program whose legislative mandate is to receive and evaluate reports of abuse, neglect, or exploitation of vulnerable or incapacitated adults. Focusing specifically on the APS Central Intake Unit (CIU) vulnerable adult maltreatment reporting hotline, along with both divisional and cross divisional projects.

JOB DUTIES:

- Oversees CIU operations
- Oversees field investigation appeals area
- Provides supervision to direct reports; confers with staff on a regular basis
- Reviews and approves relevant personnel actions as they pertain to hiring, annual performance reviews and overseeing disciplinary actions
- Collaborate with the CQI team and the Policy Unit
- Assists with the development of a comprehensive APS Program
- Establishes performance metrics for continuous improvement for the CIU
- Collaborates to develop and revise APS policies, procedures and staff training

- Provides technical assistance, monitors and evaluates service delivery throughout the State
- Establishes and maintains working relationships with local APS offices and community stakeholders, including law enforcement and other Departmental Divisions and State agencies
- Engages APS colleagues to identify areas needing improvement
- Responds to assignments in a timely, thorough, accurate and professional manner
- Represents the Division in various committees, task forces, boards, or advisory councils
- Maintains APS budget and participates in budget development for the APS program
- Performs other duties appropriate to the assignment

KNOWLEDGE, SKILLS AND ABILITIES (KSAs):

Knowledge of:

- Applicable federal and state statutes, administrative and personnel rules and regulations
- Call center operations
- APS policies and procedures
- Social work and casework practices and principles
- State resources and contract providers in the aging network
- Court proceedings; including document preparation and testifying in court
- Analysis of complex financial records
- Practices and principles of budget development and policy and procedures
- Call center software

Skill in:

- Verbal and written communication
- Establishing and maintaining interpersonal relationships
- Administration and the supervisions of a multi-disciplined and widely dispersed staff
- Organizational structure and management techniques
- Community and public relations
- Public speaking
- Fiscal data analysis, evaluation and interpretation
- Motivating staff and delegating effective leadership

Ability to:

- Quickly resolve complex planning and program problems
- Analyze and develop effective management plans
- Use a variety of computer software packages (i.e. Excel, Word, PowerPoint, etc.)

- Demonstrate critical thinking, problem solving, conflict resolutions, sound fiscal decision making, resource allocation and usage
- Develop, implement, manage and evaluate strategic plans

SELECTIVE PREFERENCE(S):

- Bachelor's or Master's degree in social work, gerontology, public administration, or related field and a minimum of (5) five years' work experience in social service programs, human services field, or field of aging AND (2) two years supervisory experience
- Proficiency in written and oral Spanish or other foreign language.

PRE-EMPLOYMENT REQUIREMENTS:

- In-state travel is required and out-of-state travel may be required. Requires possession of and ability to retain a current, valid stat-issued driver's license appropriate to the assignment. Employees who drive on state business are subject to driver's licenses 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.
- 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.

BENEFITS:

The Department of Economic Security offers a comprehensive benefits package to include:

- Sick leave
- Vacation with 10 paid holidays per year
- Health and dental insurance
- Retirement plan
- Life insurance and long-term disability insurance
- Optional employee benefits include short-term disability insurance, deferred compensation plans, and supplemental life insurance

RETIREMENT:

Positions in this classification participate in the Arizona State Retirement System (ASRS).

Please note, enrollment eligibility will become effective after 27 weeks of employment.

CONTACT US:

If you have any questions please feel free to contact 602-774-5535 for assistance.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting 602-364-3981. Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an AA/EOE/ADA Reasonable Accommodation Employer.