

APS Assistant Program Manager

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Division of Aging and Adult Services

Adult Protective Services

Maricopa County

The Arizona Department of Economic Security (DES) makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable. Our vision is Opportunity, assistance and care for Arizonans in need.

Adult Protective Services (APS) is legislatively mandated to receive and evaluate reports of abuse, neglect, or exploitation of vulnerable or incapacitated adults.

This APS position is responsible for providing supervision to APS Human Services Unit Supervisors and administrative support staff according to APS policies. The Assistant Program Manager (APM) consults with APS Supervisors, Human Services Specialist regarding cases ensuring compliance with policy and procedures, administrative rules and regulations and APS Statutes, which mandate receipt and evaluation of reports of abuse, neglect, and/or exploitation of vulnerable adults along with offering protective services, and filing of petitions. This position provides community awareness and education regarding APS Role & Responsibilities, mandatory reporting law and the APS Appeals Process and Registry. The APM is responsible for hiring, terminating/disciplining supervisors and subordinates, conducting case reviews for accuracy, meeting with and providing constructive feedback to supervisors and completing performance evaluations (MAP). The APM will monitor the workload of units, resolve problems and questions presented by subordinate staff and clients, and will attend management and other required meetings, participate on committees, coalitions, task forces, advisory groups, and special projects as assigned by the Program Manager and serve as acting Program Manager when necessary.

**KNOWLEDGE, SKILLS, ABILITIES (KSAs):**

Comprehensive Knowledge Of: APS Statues, Administrative rule and regulations and internal policy and procedures; principles and practices of case management, methodology and guardianship of adults; social work and case work practices and principles; local resources in the aging, mental health, and disabilities network; principles and practices of administration and management; accounting and budgeting procedures; English, spelling, and mathematics; computer software packages (i.e Excel, Eord, Access, Outlook, etc.)

**Skill In:** Management and supervisory techniques; oral and written communications and active listening; assessing and evaluating community and public policy; client and service delivery systems and resources within the community; analyzing and assessing statistical data and reports; automated systems and a variety of software packages; Program Evaluation, policy development and interpretation; establishing and maintaining effective working relationships with members of the community; providing effective oral and written communications, data analysis, evaluation and interpretation.

**Ability to:** Oversee and consult on casework and investigate activities to be performed by agency staff; communicate and interact effectively with various groups, both private and public, within the community; develop collaborative working relationships with government and community agencies; work with adults at risk and interact with various ethnic groups within the community; provide conflict resolution.

**NOTE:** In-state travel is 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:** Combination of knowledge, skills and abilities needed for this position are acquired through a combination of education, training and relevant work experience. Preference will be given to candidates with a Master's Degree in Social Work, Gerontology, Public Administration or related field and a minimum of three years of work experience in social services programs, human services fields or in the field of aging, and at least one year of APS Unit Supervisor experience. Preference will also be given to candidates that bilingual and can speak, read and write English and Spanish fluently. Other foreign languages will also be considered a preference.

**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.

**BENEFITS:** 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.