



WORKING TITLE: ABUSE INVESTIGATOR	CLASSIFICATION: HUMAN SERVICES SPECIALIST 2
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: DEVELOPMENTAL DISABILITIES
PAY RANGE: OPEU 20	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8742
PPE: PER WORK LOCATION	REVISION DATE: November 2025

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Performs required activities to, protective services investigations,

SUPERVISION RECEIVED:

Works under the direct supervision of Program Supervisor, Manager, or designee.

SUPERVISION EXERCISED:

May provide training of other staff and/or training to and oversight of volunteers, students, and interns.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Monitors services and supports for individuals enrolled.
- Assesses clients for possible eligibility for crisis services and conducts planning and monitoring of crisis services as appropriate.
- Arranges for provision of protective services for enrolled clients.
- Staff crisis cases as needed.
- Coordinates referrals for services, resources and placements outside of local area including crisis placements. Provides case management including, Choice advising, SSI application, OHP enrollment, Introduction to Presumptive Medicaid process, and referral to Vocational Rehabilitation.
- Screens, conducts and documents investigations for allegations meeting the definition of abuse for eligible adults with intellectual and developmental disabilities, and for vulnerable adults with Mental Illness per Oregon Rule.
- Works in conjunction with assigned Services Coordinators, Personal Agents and Designated Adult Behavioral Health Staff to assess and coordinate immediate safety planning and other protective services as needed to prevent further abuse.
- Participates in and acts as a resource for training and technical assistance to business or community partners regarding mandatory reporting of abuse and information about the conduct of abuse investigations, as assigned/required.

- Initiates or maintains effective collaborative relationships with community partners and participates regularly with local and State multi-disciplinary teams.
- May appear as a witness on behalf of the Department during an informal conference and hearing when required by the Department (DHS-ODDS).
- Acts as a back-up or consultative resource to service coordinators, as necessary.
- Represents the County in community educational outreach activities, as directed.
- Promotes and assists in development of new programs and resources in the community.
- Participates in program planning and development.
- Assists in research and program evaluation activities as directed.
- Provides or participates in consultation, in-service training, and education programs.
- Participates in quality assurance activities.
- Maintains client records.
- Performs other necessary work as required by the Program Supervisor, Manager, or designee.

JOB SPECIFICATION

KNOWLEDGE OF:

- The public service system for developmental disability services in Oregon.
- Other community agencies and resources.
- K-Plan related services, ISP development and other required ISP documentation to coordinate support services.
- Investigative and fact-finding principles and practices.
- Enforcement principles and practices typical to complex regulatory organizations.

SKILL IN:

- Working with people who have an intellectual and developmental disabilities.
- Communicating effectively and concisely, both orally and in writing.
- Maintaining timely documentation.
- Interviewing.

ABILITY TO:

- Follow applicable ORS and OARs.
 - Apply training and OARs/ORSs to work.
 - Review and summarize education, medical, clinical, and other relevant records accurately and concisely.
 - Assist in development of relevant and realistic safety plans.
 - Meet required documentation timelines.
 - Work harmoniously with peers and professionals in various disciplines.
 - Meet and work with other professional and nonprofessionals in various disciplines.
 - Perform administrative tasks.
 - Maintain confidentiality.
 - Attend work as scheduled and/or required.
- Write concisely and perform administrative tasks

MINIMUM EXPERIENCE AND TRAINING:

A bachelor's degree in human science, social science, behavioral science, or criminal science and two years of human services, law enforcement, or investigative experience, or an associate's degree in human science, social science, behavioral science, or criminal science and four years of human services, law enforcement, or investigative experience. Human services experience must include work such as providing assistance to individuals and groups with issues such as economical disadvantages, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, or housing.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon. May be required to drive a County vehicle to transport clients. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Must be at least 18 years of age. Must participate in any state required training related to function of Licensing and Certification.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to clients' homes and meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.

