

Advocacy and Protective Services

Position Description

Position: Protective Services Representative Supervisor	Reports To: Regional Program Director
Supervisory Responsibilities: Supervises primary work and staff	Supervision Received: Work is assigned from Regional Director
Type of Position: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary	FLSA Status: Non-Exempt
Position requires a standard work schedule that will require some flexibility to cover occasional evening and weekend hours.	

Organizational Description

APSI (Advocacy & Protective Services, Inc.) is a statewide, private, non-profit agency dedicated to protecting the rights of Ohioans with developmental disabilities. We advocate for the people we serve by helping to make their desires and needs known, especially when they cannot speak for themselves or if they have no other advocate. We do this by providing a full array of guardianship and protective services to individuals age 18 or older.

APSI specializes in serving individuals with the highest level of needs, primarily through person only guardianship. As a guardian to an individual, APSI has the authority to make decisions of a personal nature on behalf of the individual (and relating to the individual only, not their estate) including medical and dental treatment, adverse interventions & strategies, work, residential placement and quality of life decisions.

Job Summary

The Protective Services Representative Supervisor is an advanced level primary work position with supervisory duties and reports directly to the Regional Program Director. This position does not provide direct services except for protective services; provides daily and crisis support to protective service employees and persons represented by APSI through guardianship, protectorship, conservatorship, and trustee services; provides advocacy, informed consent, and decision-making to achieve outcomes that support each person’s best interest balanced with health, safety, and welfare needs; provides professional guidance to Protective Services Representatives; is responsible for supporting APSI services in a manner consistent with APSI Mission, Vision, and Values; may assist in developing and providing organizational tools; and assists in the overall achievement of APSI Strategic Plan goals and objectives.

Essential Functions

1. Protective Service Planning, Coordination, Implementation, and Monitoring:

- Implement job duties in a manner that aligns with APSI Mission, Vision and Values, and APSI Policies & Procedures;
- Provide advocacy, informed consent, and decision-making according to: APSI Policies & Procedures, state law, rules, regulations, statutes, standards, and court requirements and directives;
- Demonstrate a full understanding of and ability to implement principles of self-determination, person-centered planning, least restrictive services, community inclusion, trauma-based care, and rights restoration and provide advocacy, decision-making and informed consent according to such principles;
- Understand routine and emergency procedures and implement service accordingly;
- Provide oversight and guidance to Protective Services Representatives (PSRs) in the implementation of advocacy, informed consent, and decision-making according to the persons wishes, goals, values, beliefs, and personal preferences balanced with needs for health, safety, and welfare;
- Provide oversight and guidance to PSRs in the implementation of advocacy, informed consent, and decision making activities according to established guardianship planning goals, as well as the strengths and challenges of the individuals they represent; Assure stakeholders provide least restrictive services that reflect the wishes and interests of persons APSI serves and balance health, safety, and welfare needs;
- Provide oversight and guidance to PSRs to provide least restrictive protective services by seeking restoration to competency and successor guardianship as appropriate to individual need;
- Provide oversight and guidance to PSRs to complete face to face visits and assessments with each assigned person according to APSI Policies & Procedures, applicable state rules and regulations, and court directives and requirements;
- Provide oversight and guidance to PSRs to complete documentation of services with each assigned person according to APSI Policies & Procedures, applicable state rules and regulations, and court directives and requirements;
- Provide oversight and guidance to PSRs to complete reports and written plans according to APSI Policies & Procedures and court requirements;
- Utilize the APSI electronic management database according to APSI requirements;
- Identify individual and aggregate trends and patterns, required follow up actions, and related quality assurance activities;
- Provide direction and supervision of daily activities to PSRs in the implementation of their job duties according to APSI standards;
- Provide protective services in a manner that values the person and respects their self-determination rights;
- May be required to directly manage a partial or full caseload;
- Demonstrate proactive problem solving skills;
- Maintain confidentiality of all information, including staff related as well as service;

2. Staffing and Human Resources:
 - Provide direction and supervision of daily activities to PSRs as directed;
 - Review and approve staff documentation records for services rendered, timesheets, mileage, and other forms as directed;
 - Participate in agency-wide, regional, and individual/supervision meetings with APSI leadership;
 - Participate in required trainings and professional development activities;
 - Self-initiate and disclose professional development needs;
 - Participate in statewide meetings and trainings as requested;
 - Must be willing to travel regularly throughout assigned region and occasionally statewide, have reliable transportation, a valid driver's license and auto insurance;
 - Participate in personal development plans;
 - May be required to participate in the agency 24/7 on-call system;
3. Partnership and Community Engagement:
 - Actively participate in building strong partnerships with stakeholders, including DD county boards, Ohio Department of Developmental Disabilities, providers & organizations, businesses, other government agencies;
 - Actively participate in representing APSI at external partnerships, collaborations, and coalitions;
 - Ensure appropriate communication regarding pertinent needs and issues with the Regional Program Directors and other stakeholders as appropriate;
4. Organizational Leadership:
 - Provide support to the Regional Program Director;
 - Participate in knowledge transfer activities with supervisory and primary work staff;
 - Maintain and demonstrate a positive attitude regarding APSI services and persons APSI serves;
 - Demonstrate professionalism through crises, changes, and other unexpected events;
 - Participate in staff meetings and work groups in a manner that supports APSI and ensures that conversations, deliberations, and actions have the needed information for informed decision-making;
 - Demonstrate active engagement by providing personal expertise and experience as well as insights from programs in internal work groups and meetings that help sustain and develop APSI's Mission, Vision and Values.
5. Other duties as assigned.

Experience and Requirements

- Minimum three (3) years of experience working in the human services field;
- Experience with and knowledge of court appointed guardianship requirements, developmental disabilities, Medicaid and waivers, county boards, community housing, social, human, and mental health services;

- Experience working with persons in crisis;
- Experience with peer coaching and mentoring;
- Experience providing or accessing vocational and community resources;
- Passion for the programs and services provided by APSI;
- Demonstrated commitment to strengths-based approaches to service delivery, principles of self-determination and person-centered planning;
- Ability to work effectively and efficiently in an open and diverse work place;
- Excellent written and verbal communication skills;
- Professional in attitude and presentation;
- Proficient with various technology applications including Excel, Word and electronic management databases;
- Highly organized and able to manage multiple projects and initiatives at the same time;
- Ability to meet deadlines.

Education Requirements

Bachelor's degree in social services, non-for-profit management, or related field.

Working Conditions

This position operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets and fax machines. This position requires the ability to occasionally lift office products and supplies, up to 30 lbs.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Protective Services Representative Supervisor Signature

Date