



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ELDER RIGHTS SUPERVISOR	35	B	12.346
ELDER RIGHTS SPECIALIST II	33	B	12.347
ELDER RIGHTS SPECIALIST I	32	B	12.348

SERIES CONCEPT

Elder Rights Specialists provide assistance and advocacy to protect and enhance the health, safety, welfare and rights of persons aged sixty years and older.

Assist elders and their caregivers with life planning decisions and in attaining or maintaining the highest possible level of independent living.

Provide information and referrals to agencies that provide services to support the elders' physical, emotional, social and economic well-being; locate and coordinate a network of referral services and resources for financial, health care, housing, in-home care, long-term care, legal, transportation and other service needs of the elderly.

Develop and maintain referral sources; determine appropriate services; identify gaps in services; conduct surveys to gather information; solicit needed services and resources; provide information regarding services; collaborate with other agencies to coordinate the delivery of services.

Receive and respond to walk-in, telephone, fax and e-mail inquiries and complaints; complete intake forms and enter into the computer; respond to complaints by evaluating and assessing clients' needs; refer clients to appropriate services which may include follow-up to ensure services are accessed properly; complete records on services provided to include statements, pertinent data and final disposition.

Research, develop, update and conduct public presentations based on requests for information; provide information and assistance to professional staff, service providers, caregivers, community organizations, law enforcement and other agencies' personnel regarding elder abuse, neglect, exploitation, isolation, and residents rights.

Evaluate current resources to meet the needs of the elderly; maintain resource files to include video and written materials.

Assist in developing policies, procedures and forms; review proposed regulations and legislation to determine the impact on elders; participate on committees, special task forces or community groups as assigned.

Perform related duties as assigned.

CLASS CONCEPTS

Elder Rights Supervisor: Under general supervision, incumbents supervise a unit of Elder Rights Specialists to include responsibility for the assignment of work, training, performance evaluation and discipline. In addition, incumbents oversee and administer various programs and activities related to elder rights, prepare

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CLASS CONCEPTS (cont'd)

reports and statistics regarding services provided, participate in formulating policies, implement regulation and policy changes, and may carry a caseload. This is the supervisory level in the series.

Elder Rights Specialist II: Incumbents investigate complaints made by or on behalf of residents 60 years or older who reside in long-term care facilities (skilled nursing, group homes, homes for individual residential care and assisted living facilities). Incumbents work on behalf of the resident under strict resident consent and confidentiality guidelines. Incumbents provide information to residents, family members, facilities and other agencies regarding a variety of topics relative to elder care. In addition, incumbents provide training on a variety of topics regarding resident rights, dignity and respect, elder abuse, quality of care and quality of life. Incumbents assist in the development and support of resident and family councils, track trends in facilities, and make referrals to other agencies as appropriate. Incumbents provide Medicaid Outreach by providing information to the public about Medicaid eligibility and services. They also monitor Medicaid provider compliance and work to resolve provider service issues. This is the advanced journey level in the series.

Elder Rights Specialist I: Under general direction, incumbents perform the full range of duties described in the series concept; provide assistance to persons aged sixty years and older residing in the community throughout Nevada to improve their quality of life, health, safety and welfare. Work at this level is characterized by problem-solving, resource identification and referral and may include follow-up to ensure the elderly receive appropriate services. This is the journey level of the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid Class C driver’s license is required at the time of appointment and as a condition of continuing employment.
- * Candidates must submit to background checks and fingerprinting upon appointment.

ELDER RIGHTS SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor’s degree from an accredited college or university in social work, psychology, sociology or related social science or human services field, and two years of experience working with the elderly investigating, mediating, negotiating and resolving complaints which required the application of regulations, laws, policies and procedures in making determinations and preparing detailed reports; **OR** one year of experience as an Elder Rights Specialist II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: federal regulations and State laws pertaining to elder rights; State regulations governing long-term care facilities. **Working knowledge of:** interaction of agency programs; community resources available to augment the quality of life of elders in residential facilities. **Ability to:** explain agency program policies and regulations; review and analyze complaints and concerns of elderly residents; analyze and apply pertinent laws and regulations; mediate between various parties related to conflict with elderly residents; negotiate settlements on behalf of residents; assess and respond appropriately to sensitive circumstances; research, obtain records, and prepare documentation which may be used in a court of law; testify in administrative and court hearings; *and all knowledge, skills and abilities required at the lower levels.*

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MINIMUM QUALIFICATIONS (cont'd)

ELDER RIGHTS SUPERVISOR (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: principles and practices of supervision and training. **Ability to:** supervise subordinate staff including organizing work flow, assigning work, establishing unit procedures, delegating responsibility, conducting training, evaluating work performance, and administering discipline.

ELDER RIGHTS SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, psychology, sociology or related social science or human services field, and one year of experience working with the elderly investigating, mediating, negotiating and resolving complaints which required the application of regulations, laws, policies and procedures in making determinations and preparing detailed reports; **OR** one year of experience as an Elder Rights Specialist I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: needs of the elderly and the aging process; elder rights and the right to self-determination; right to privacy by protecting confidential information. **General knowledge of:** areas relevant to the long term care system, especially regulatory information and long term care services options; public and private welfare and social programs. **Ability to:** identify, investigate and resolve complaints made by or on behalf of residents of nursing homes and group homes; advocate for residents and resolve problems; identify abuse, neglect, exploitation, isolation and other adverse circumstances that affect the elderly; convey and document accurate and precise information; review and analyze information received from residents, family members, facility staff and others; apply federal regulations, State laws, and agency policies and procedures to determine compliance; write reports and make referrals to other agencies, work independently and as part of a team; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities required for Elder Rights Supervisor.*)

ELDER RIGHTS SPECIALIST I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience that included eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: human aging process; interviewing and research techniques; community resources; professional standards related to confidentiality; mediation and negotiation techniques. **Ability to:** elicit information, analyze facts, and evaluate information; develop and maintain community resources; speak in public to a diverse group of individuals regarding elder rights; write concise, logical and grammatically correct reports and correspondence; understand the dynamics of various social, cultural and economic groups; deal appropriately with individuals who may be upset, irate, and uncooperative; organize and prioritize work; operate a computer sufficient to store, access and retrieve data; work independently with minimal supervision.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities required for the Elder Rights Specialist II.*)

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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ESTABLISHED:	10/1/07R 11/16/07UC	7/1/03P 10/14/02PC	7/1/03P 10/14/02PC
REVISED:		10/1/07R 11/16/07UC	10/1/07R 11/16/07UC
REVISED	5/12/10UC	5/12/10UC	5/12/10UC