

Steve Sisolak
Governor



Deonne E. Contine
Director

Peter Long
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Suite 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 684-0122

MEMORANDUM
HR#24-19

April 12, 2019

TO: DHRM Listserv Recipients

FROM: Peter Long, Administrator *Peter Long*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – ELDER RIGHTS
SPECIALIST/SUPERVISOR SERIES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Beverly Ghan at bghan@admin.nv.gov no later than May 13, 2019.

If no written objections are received in this office by May 13, 2019, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: **Posting #26-19**
Posting Expires: **May 13, 2019**

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
12.346	Elder Rights Supervisor	35	B	<i>12.346</i>	<i>Adult Rights Supervisor</i>	<i>35</i>	<i>B</i>
12.347	Elder Rights Specialist II	33	B	<i>12.347</i>	<i>Adult Rights Specialist II</i>	<i>33</i>	<i>B</i>
12.348	Elder Rights Specialist I	32	B	<i>12.348</i>	<i>Adult Rights Specialist I</i>	<i>32</i>	<i>B</i>

Basis for Recommendation

At the request of the Nevada Department of Health and Human Services (DHHS)/Aging and Disability Services Division (ADSD), the Division of Human Resource Management (DHRM) has conducted a review of the Elder Rights Specialist/Supervisor series. Personnel Analysts within the Division of Human Resource Management worked with subject matter experts from ADSD and, as a result of this review, it is recommended that changes to the titles, series concepts, class concepts, and minimum qualifications at all levels in the series be revised.

The Elder Protective Services (EPS) program within ADSD is legislatively authorized and required to receive and screen elder abuse reports, investigate those reports, and offer and arrange intervention services to older persons. During the 2017 State legislative session, Assembly Bill 31 was enacted which expanded EPS services to include adult vulnerable persons. (Please refer to Assembly Bill 31 and NRS 200.5092, section 8 for additional information).

EPS has worked to identify, develop and update areas of the formal service delivery model for its program and ADSD is working to expand EPS to a full Adult Protective Services (APS) program to provide protective services to persons under 60 with disabilities, as well as older persons. Revising this class specification will ensure that positions in the APS program are qualified to support this expansion.

It is therefore recommended that the title at all levels be changed from Elder Rights to Adult Rights to encompass duties related to providing assistance and advocacy for all adults from age 18 and up.

The series concept, the class concepts and the minimum qualifications have all been modified to reflect these changes in the EPS program.

Management within ADSD, as well as DHRM personnel, participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes.

Note: Changes to the class specifications are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Suite 101; in Las Vegas, go to 555 East Washington Avenue, Suite 1400. You may also view the recommendations and specifications online at hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/. For additional information call (775) 684-0130.

Objections to the proposed change(s) must be received in writing by May 13, 2019. Objections should be addressed to Beverly Ghan, Deputy Division Administrator, Compensation, Classification and Recruitment Section of the Division of Human Resource Management, 209 East Musser Street, Suite 101, Carson City, Nevada 89701-4204.

POSTING DATE: April 12, 2019



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] <i>ADULT</i> RIGHTS SUPERVISOR	35	B	12.346
[ELDER] <i>ADULT</i> RIGHTS SPECIALIST II	33	B	12.347
[ELDER] <i>ADULT</i> RIGHTS SPECIALIST I	32	B	12.348

SERIES CONCEPT

~~[Elder]~~*Adult* Rights Specialists provide assistance and advocacy to protect and enhance the health, safety, welfare and rights of ~~[persons aged sixty years and]~~ *older persons (adults 60 and older) and/or vulnerable persons (adults with intellectual, physical or related disabilities), henceforth referred to as clients.*

Assist ~~[elders]~~*clients* 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']~~*individuals'* 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 *clients* ~~[the elderly]~~.

Develop and maintain *partnerships with key* 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; *respond to technical requests for assistance*; complete intake forms *and other types of forms and assessments as required*; enter *information* into *a* computer; respond to complaints *and concerns* by evaluating and assessing ~~[clients']~~*individuals'* needs; *provide advocacy and case management*; refer ~~[clients]~~*individuals* 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, *and* isolation *of clients* ~~[and resident rights]~~.

Evaluate current resources to meet the needs of ~~[the elderly]~~*clients*; ~~[maintain resource files to include video and written materials]~~ *provide other related services as needed to ensure overall quality assurance efforts are met.*

Assist in developing policies, procedures and forms; review proposed regulations and legislation to determine the impact on ~~[elders]~~*clients*; participate on committees, special task forces or community groups as assigned; *assist in provider orientation as assigned.*

Perform related duties as assigned.

ELDER ADULT RIGHTS SUPERVISOR	35	B	12.346
ELDER ADULT RIGHTS SPECIALIST II	33	B	12.347
ELDER ADULT RIGHTS SPECIALIST I	32	B	12.348

Page 2 of 4

CLASS CONCEPTS

~~Elder~~ **Adult Rights Supervisor:** Under general ~~[supervision]~~ *direction*, incumbents supervise a unit of ~~Elder~~ *Adult Rights Specialists* to include ~~[responsibility for the assignment of work, training]~~ performance evaluations, *work performance standards, scheduling, work assignment and review, training,* and discipline. In addition, incumbents oversee and administer various programs and activities related to ~~[elder rights]~~ *clients*, prepare 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~~ **Adult Rights Specialist II:** *Under limited supervision, incumbents, in addition to performing the full range of duties described in the series concept,* investigate complaints made by or on behalf of ~~[residents 60 years or older]~~ *clients residing in the community or* who reside in ~~[long-term care]~~ facilities *such as* ~~[skilled nursing, group homes, homes for individual residential care, and assisted living facilities];~~ ~~[Incumbents]~~ work on behalf of *clients* under strict consent and confidentiality guidelines~~[-];~~ ~~[Incumbents]~~ provide information to ~~[residents]~~ *clients'* family members, facilities and other agencies regarding a variety of topics relative to ~~[elder]~~ *client* care~~[-];~~ *provide advocacy and case management services to clients;* ~~[In addition, incumbents]~~ provide training on a variety of topics regarding *long-term care,* resident rights, dignity and respect, ~~[elder]~~ *abuse, abandonment, neglect, isolation, exploitation,* quality of care and quality of life~~[-];~~ ~~[Incumbents]~~ assist in the development and support of *long-term care* residents and family councils, track trends in facilities, and make referrals to other agencies as appropriate~~[-];~~ ~~[Incumbents]~~ provide Medicaid ~~[O]~~ outreach by providing information to the public about Medicaid eligibility and services~~[-];~~ *and* ~~[They also]~~ monitor Medicaid provider compliance and work to resolve provider service issues. This is the advanced journey level in the series.

~~Elder~~ **Adult Rights Specialist I:** Under general ~~[direction]~~ *supervision,* incumbents perform the full range of duties described in the series concept~~[-];~~ *and* provide assistance to ~~[persons aged sixty years and older]~~ *clients* residing in the community *or who reside in facilities such as skilled nursing, group homes, homes for individual residential care, and assisted living facilities* ~~[throughout Nevada]~~ to improve their quality of life, health, safety and welfare. Work at this level is characterized by *the complexity of the cases assigned,* problem-solving, resource identification and referral, *technical assistance for paid providers,* and may include follow-up to ensure ~~[the elderly]~~ *individuals* 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~~ ADULT 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 *professional* experience working with ~~[the elderly]~~ *older and/or vulnerable persons* investigating, mediating, negotiating, and resolving complaints which required the application of *rules and* regulations~~[-, laws, policies and procedures]~~ in making determinations and preparing detailed reports; **OR** one year of experience as an ~~Elder~~ *Adult Rights Specialist II* in Nevada State service; **OR** an equivalent combination of education and experience *as described above.* (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]~~ *older and/or vulnerable persons'* 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~~

ELDER ADULT RIGHTS SUPERVISOR	35	B	12.346
ELDER ADULT RIGHTS SPECIALIST II	33	B	12.347
ELDER ADULT RIGHTS SPECIALIST I	32	B	12.348

Page 3 of 4

MINIMUM QUALIFICATIONS (cont'd)

~~ELDER~~ ADULT RIGHTS SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
~~facilities]~~ *older and/or vulnerable persons residing in the community or residing* in residential *long-term* facilities. **Ability to:** explain agency program policies and regulations; review and analyze complaints and concerns of ~~[elderly residents]~~ *older and/or vulnerable persons residing in the community or in long-term care facilities*; analyze and apply pertinent laws and regulations; mediate between various parties related to conflict with ~~[elderly residents]~~ *older and/or vulnerable persons residing in the community or in long-term care facilities*; negotiate settlements on behalf of *long-term care* 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.*

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~~ ADULT 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 *professional* experience working with ~~[the elderly]~~ *older and/or vulnerable persons* investigating, mediating, negotiating, and resolving complaints which required the application of *rules and* regulations ~~[, laws, policies and procedures]~~ in making determinations and preparing detailed reports; **OR** one year of experience as an ~~[Elder]~~ *Adult* Rights Specialist I in Nevada State service; **OR** an equivalent combination of education and experience *as described above.* (See *Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: *the rights and* needs of ~~[the elderly and the aging process]~~ *older and/or vulnerable persons residing in the community or long-term care facilities, including [and]* the right to self-determination ~~[;]~~ *and the* right to privacy by protecting confidential information. **General knowledge of:** areas relevant to ~~[the long-term care system]~~ *older and/or vulnerable persons residing in the community or in long-term care facilities*, especially regulatory information and long-term care services options *and service options in the community*; public and private welfare and social programs. **Ability to:** identify, investigate and resolve complaints made by or on behalf of ~~[residents of]~~ *older and/or vulnerable persons residing in the community or in* nursing homes and group homes; advocate for ~~[residents]~~ *older and/or vulnerable persons* and resolve problems; identify abuse, *abandonment*, neglect, exploitation, isolation and other adverse circumstances that affect ~~[the elderly]~~ *older and/or vulnerable persons*; 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] Adult Rights Supervisor.)

~~ELDER~~ ADULT RIGHTS SPECIALIST I

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 paraprofessional experience that included the application of rules and regulations, interviewing and*

ELDER ADULT RIGHTS SUPERVISOR	35	B	12.346
ELDER ADULT RIGHTS SPECIALIST II	33	B	12.347
ELDER ADULT RIGHTS SPECIALIST I	32	B	12.348

Page 4 of 4

MINIMUM QUALIFICATIONS (cont'd)

ELDER ADULT RIGHTS SPECIALIST I (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; OR [G] graduation from high school or equivalent education and [two] three years of paraprofessional experience that included the application of rules and regulations, interviewing and eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; OR one year as a Family Services Specialist II in Nevada State service; OR an equivalent combination of education and experience as described above. (See Special Requirements)

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

General knowledge of: human ~~aging process~~ *development*; 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; 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] Adult Rights Specialist II.)

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.

	<u>12.346</u>	<u>12.347</u>	<u>12.348</u>
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
REVISED:	5/13/19UC	5/13/19UC	5/13/19UC