



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

SERIES CONCEPT

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

Assist 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 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.

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 individuals' needs; provide advocacy and case management; refer 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 abuse, neglect, exploitation, and isolation of clients.

Evaluate current resources to meet the needs of clients; 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 clients; participate on committees, special task forces or community groups as assigned; assist in provider orientation as assigned.

Perform related duties as assigned.

CLASS CONCEPTS

Adult Rights Supervisor: Under general direction, incumbents supervise a unit of Adult Rights Specialists to include performance evaluations, work performance standards, scheduling, work assignment and review, training,

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CLASS CONCEPTS

Adult Rights Supervisor: (cont'd)

and discipline. In addition, incumbents oversee and administer various programs and activities related to 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.

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 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; work on behalf of clients under strict consent and confidentiality guidelines; provide information to clients' family members, facilities and other agencies regarding a variety of topics relative to client care; provide advocacy and case management services to clients; provide training on a variety of topics regarding long-term care, resident rights, dignity and respect, abuse, abandonment, neglect, isolation, exploitation, quality of care and quality of life; 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; provide Medicaid outreach by providing information to the public about Medicaid eligibility and services; and monitor Medicaid provider compliance and work to resolve provider service issues. This is the advanced journey level in the series.

Adult Rights Specialist I: Under general supervision, incumbents perform the full range of duties described in the series concept and provide assistance to 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 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 individuals receive appropriate services. This is the journey level of the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid 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.

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 older and/or vulnerable persons investigating, mediating, negotiating, and resolving complaints which required the application of rules and regulations in making determinations and preparing detailed reports; **OR** one year of experience as an 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 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 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 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 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

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MINIMUM QUALIFICATIONS (cont'd)

ADULT RIGHTS SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 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.

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 older and/or vulnerable persons investigating, mediating, negotiating, and resolving complaints which required the application of rules and regulations in making determinations and preparing detailed reports; **OR** one year of experience as an 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 older and/or vulnerable persons residing in the community or long-term care facilities, including the right to self-determination and the right to privacy by protecting confidential information. **General knowledge of:** areas relevant to 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 older and/or vulnerable persons residing in the community or in nursing homes and group homes; advocate for older and/or vulnerable persons and resolve problems; identify abuse, abandonment, neglect, exploitation, isolation and other adverse circumstances that affect 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 Adult Rights Supervisor.)

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 eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; **OR** graduation from high school or equivalent education and 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 development; interviewing and research techniques; community resources; professional standards related to confidentiality; mediation and negotiation techniques. **Ability to:** elicit

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MINIMUM QUALIFICATIONS (cont'd)

ADULT RIGHTS SPECIALIST I (cont'd)

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