



Department of  
**Human Services**

## **Adult Protective Services (APS) Investigative Specialist 1 (Remote)**

**Job Location: Shelby (This position is currently designated AWS- Alternative Workplace Solution. Any position could ultimately be designated as work from home, mobile work or free address)**

### **ABOUT POSITION**

**We believe that all vulnerable adults deserve to be safe, valued, heard, and treated with dignity.**

The Adult Protective Services divisional staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified risk to the adult.

This position plays an integral part in keeping vulnerable Tennessee adults safe. This position conducts objective, timely and thorough investigations, assists vulnerable adults to access appropriate services as provided by rules and regulations, policy guidelines and client consent.

When applicants exhibit competency of job duties, this position flexes to an APS Investigative Specialist 2 after one year.

### **RESPONSIBILITIES**

- Learns to investigate allegations of abuse, neglect, exploitation and/or abandonment of vulnerable adults
- Learns to conduct face to face interviews with alleged victims, alleged perpetrators, and other collateral contacts
- Learns to collect and analyze financial documents and relevant information to make decisions related to investigation, services and outcomes
- Learns to assess vulnerable adult's cognition, physical, mental and functional abilities
- Learns to coordinate and collaborate with appropriate law enforcement agencies, legal entities, contractors/providers, Physicians, numerous community agencies, and other DHS divisions in order to provide services to vulnerable adults
- Learns to perform follow-up activities for ongoing cases and coordinates service plans for adults
- Learns to review and analyze evidence and effectively communicates investigative findings

#### **DHS MISSION:**

To build strong families by connecting Tennesseans to employment, education and support services

#### **DHS VISION:**

To revolutionize the customer experience through innovation and a seamless network of services

#### **DHS VALUES:**

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

#### **Unique Benefits**

- Pension
- 401K Match
- Family Tuition
- 12 Paid holidays
- Career Mentoring
- Emotional Health/Wellness Programs



## QUALIFICATIONS

- Bachelor's degree
- Must complete a complete background check
- Must supply a fingerprint sample for a TBI fingerprint based criminal history records check
- Must not be listed on the Indicated Persons Registry of the Department of Children's Services or the Department of Health's vulnerable persons registry
- Must not have been discharged under "other than honorable" conditions from any branch of the United States armed forces
- Ability to maintain confidentiality of all client information
- Ability to engage individuals under difficult circumstances, to gather information to make accurate and precise decisions
- Awareness and sensitivity to cultural differences when engaging customers

### Competencies

- Communicates Effectively
- Interpersonal Savvy
- Composure
- Timely Decision Making

For Information regarding State of Tennessee benefits please [click here](#).

### How to apply:

- To be considered for the DHS APS Investigative Specialist 1 position with the Tennessee Department of Human Services you must also apply online at <https://www.tn.gov/careers/apply-here.html> by June 08, 2022, at 11:59pm Central Standard Time.
- Target Range: \$33,228 – \$53,160. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*