

Investigative Specialist 2*

Adult Protective Services

Job Location:

Rutherford County (HYBRID)

Job Application:

To apply for this position, visit our [Apply Here](#) web page in a new tab by October 19, 2026.

About Position:

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

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of Adult Protective Services (APS). APS is the state agency responsible for investigating allegations of abuse, neglect, and financial exploitation of vulnerable adults and providing protective services. Our mission is to protect and support vulnerable adults through collaboration with numerous internal and external partners. The population served by APS is diverse in ethnicity, socioeconomic status, beliefs, and life experience. Working with such a unique population requires someone who is flexible, creative, and resourceful. While challenging, the work of an Investigative Specialist is profoundly rewarding in that each day there is an opportunity to positively impact the life of a vulnerable adult.

This position typically works three days remote documenting/calls and two days traveling in the field based on need. Travel will include home visits, facility visits, required meetings and occasional meetings.

Responsibilities:

- Investigates allegations of abuse, neglect, and/or financial exploitation of vulnerable adults who are mentally or physically impaired, and incapable of self-care due to disability or age.
- Documents all activities, observations, changes, etc. in the electronic case management system in a thorough, professional, and timely manner.
- Manages time effectively and efficiently to ensure timely and accurate case management.
- Interviews clients, family members, neighbors, alleged perpetrators, or other relevant individuals to gather information, regarding risk factors, such as: client's health, living arrangements, financial stability, family involvement, needs, and strengths to determine causes of current situation.
- Conducts home/facility visits to identify potential risk factors related to the environment.

- Prioritizes the needs or concerns of the client to ensure the most urgent needs are met first.

Qualifications:

- Bachelor's degree and one year of full-time professional experience in one or a combination of the following: social services and/or human services case management, gerontology, behavioral counseling, investigations regarding vulnerable persons, psychology, or sociology.
- Substitution of Education for Experience: One year of qualifying graduate course work in a related field such as listed above may be substituted for the required experience.

Preferred Skills:

- Must be able to pass a complete background check.
 - Possess a valid driver's license.
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Target Range:

for the Investigative Specialist 2 position is **\$43,572 – \$54,396**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our [DHS Employee Benefits brochure](#) in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

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