



Health and Human Services Investigator

Class code: 547

Employee Group: SEIU

Salary Range: 22

I. Position Summary

Under supervision, to perform involuntary commitment services (427s) for developmentally disabled clients; under general direction investigate allegations of abuse and neglect of adults with developmental disabilities or mental illness; and, other related work as required.

II. Distinguishing Features

The Health and Human Services Investigator is a journey level classification. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is normally reviewed only upon completion and for overall results; performance is measured by completion of work accurately and adherence to policies. May provide basic technical and functional guidance to lower level staff.

III. Examples of Essential Position Duties

- Provide crisis intervention, case management services and involuntary commitment services (427s only).
- Develop and/or coordinate client action plans; assess client problems and make referrals; schedule some client appointments for various services; transport clients; assist clients with completing forms.
- Gather physical evidence, case facts, and information in investigation cases involving developmentally disabled or mentally ill clients; interview and obtain statements from victims, witnesses, suspects, complainants and police officers, in person or by telephone.
- Prepare investigative and other written reports including diagrams and photographs.
- Testify in court, grand jury or other formal settings. Prepare for trial and hearings; present physical evidence and other visual aids.
- Participate in the in-house serious event review team; participate in the county-wide multi-disciplinary abuse team.
- Provide in depth consultation, education, information and resource advocacy to agencies in the community which routinely come in contact with developmentally disabled or mentally ill individuals in crisis who have been abused or neglected.
- Maintain liaison with key community agencies that serve people with developmental disabilities or mental illness, as assigned.
- Prepare and maintain required records, progress notes and files; prepare reports as needed.
- May coordinate a subprogram; assist with program planning activities, designing program services and coordinating activities with assigned staff, coordinate an element of a developmental disability program.
- May provide guidance and direction to lower level positions for clarifying, interpreting and problem solving moderately complex issues; may provide training or orientation to lower level employees.
- Serve on committees.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.

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- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

Requires knowledge of the public service system for developmental disabilities and mentally ill services in Oregon. Requires knowledge of the techniques and procedures used in evaluating, modifying and motivating human behavior; case management methods; rules, laws, regulations and ethics of the developmental disability and mentally ill services field, community services and resources. Requires knowledge of law enforcement and evidence procurement; ability to read, comprehend and comply with Oregon Revised Statutes and Oregon Administrative Rules. Ability to assess status of individuals and families for services and maintain confidentiality; establish and maintain cooperative working relationships with those contacted in the course of work. Ability to listen, evaluate and analyze facts and draw conclusions promptly; ability to draw simple diagrams; ability to use computer and software; and, ability to use a digital camera.

V. Minimum Requirements (*Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions*)

Education and Experience

- A Bachelor's degree in human science, social science, behavioral science, criminal science or related field and five years experience in human services, law enforcement or investigations; OR
- Any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Must have a valid Oregon driver's license with an acceptable driving record. Requires Adult Abuse Investigations Core Competencies training by Oregon Adult Abuse Prevention and Investigations at time of hire or it must be obtained within one year of appointment.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Ability to work in an office environment; requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; may require some moderate lifting, bending, reaching, kneeling and some climbing of stairs; sufficient hand/eye coordination to perform semi-skilled repetitive movements such as operating office equipment. Sensory requirements include color, sound, odor, texture and visual perception and discrimination as well as oral communications ability.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people and communicable diseases.

VI. Additional Information

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This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Adopted: 7/14