



State of New Mexico
Classification Description

ADULT PROTECTIVE SERVICES (APS) INTAKE WORKER

General Summary

This position will serve in a unit of intake workers who perform statewide intake of alleged adult abuse, neglect and exploitation.

APS Intake Worker

Job Code: G3011

Pay Band: SE

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This is the full performance level APS Intake Worker.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and four (4) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience as it pertains to the essential duties and responsibilities of the classification.

Minimum Qualifications

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and two (2) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience as it pertains to the essential duties and responsibilities of the classification.

Essential Duties and Responsibilities*

- Receives calls at the centralized APS Intake Center that report alleged incidences of adult abuse, neglect or exploitation.
- Utilizes professional case work skills to assign appropriate screening urgency to report(s).
- Enters reports into the Adult Protective Services System (APSS) and assures that the reports are comprehensible. Provides encouraging customer service and respond to callers requests as needed in a courteous manner.
- Conducts a thorough Adult Protective Services System (APSS) search and document in the narrative, in order to assist in proper assessment of report(s) and provide historical perspective to field and law enforcement.

APS Intake Worker Supervisor

Job Code: G3011S

Pay Band: SF

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

The primary purpose of this position is to supervise a unit of Adult Protective Services intake workers responsible for receiving adult abuse, neglect, and exploitation referrals for all 33 counties statewide.

APS INTAKE WORKER

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and six (6) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, of which at least one (1) year must have been supervisory. Any combination of education and/or direct experience in this occupation totaling ten (10) years of which one (1) must have been supervisory may substitute for the required education and experience as it pertains to the essential duties and responsibilities of the classification.

Minimum Qualifications

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and four (4) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience as it pertains to the essential duties and responsibilities of the classification.

Essential Duties and Responsibilities*

- Devotes a substantial portion of time directly supervising work of at least two (2) permanent/full time employees**. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; interviews and recommends selection of applicants.
- Directs and coordinates comprehensive planning functions and budget review and coordinates planning and program development and establishes procedures for effective program implementation.
- Develops and executes administrative policy and remains abreast of changing policies, laws, regulations and national, state, regional and local trends.
- Reviews intake workers work product to ensure quality services and accurate and appropriate decision making.
- Develops and maintains positive relationships with other agencies and community members and function as a community liaison.

Bargaining Unit:

Statutory Requirements: N/A

Conditions of Employment:

Working Conditions: Work is performed in an office setting; late hours, weekends, on-call and callback work may be required. Will be exposed to regular periods of video display terminal and keyboard usage and stressful situations. Travel may be required. Possible exposure to irate clientele. Incumbent will work under stress and frequent time constraints.

Established: 10/23/2015

Revised: 10/18/2019 (pay band code change)

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*

*** Supervisor must supervise two (2) or more full-time positions.*