



State of New Mexico  
Classification Description

**ADULT PROTECTIVE SERVICES (APS) INVESTIGATIVE CASEWORKER**

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**General Summary**

Employees in this classification conduct investigations of adult abuse, neglect and/or exploitation referrals, including assessment of risk and safety.

**APS Investigative Caseworker**

**Job Code: G3013**

**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 Adult Protective Services (APS) Investigative Caseworker.

***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 as it pertains to the essential duties and responsibilities of the classification. A Master's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and or Family Studies 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. A Master's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and or Family Studies may substitute for the required education and experience as it pertains to the essential duties and responsibilities of the classification.

***Essential Duties and Responsibilities\****

- Completes investigations and develops service plans.
- Interviews alleged victims, alleged perpetrators, family members, providers and other collaterals as required.
- Gathers information to complete investigations; planning, organizing, and coordinating activities in accordance with APS regulations and procedures.
- Makes appropriate recommendations in intervention and placement.
- Determines progress, present and future needs of clients; determine eligibility for APS services using program guidelines and makes referrals to external programs and services as appropriate.
- Assesses and identifies client needs, safety issues and risk factors. Assesses living conditions to make determination as to safety. Documents case contacts in the APS Case Management System on a timely basis, in accordance with APS procedural requirements.

**APS Investigative Caseworker Senior**

**Job Code: G30130**

**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.

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### ***Distinguishing Characteristics***

This is the senior level of the Adult Protective Services (APS) Investigative Caseworker Series.

### ***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 five (5) 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. A Master's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and or Family Studies may substitute for the required education and two years of the required 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 three (3) 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. A Master's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and or Family Studies may substitute for the required education and two years of the required experience as it pertains to the essential duties and responsibilities of the classification.

### ***Essential Duties and Responsibilities\****

- Mentor and train other APS investigative caseworkers.
- Provide coverage in the absence of the unit supervisor.
- Completes investigations and develops service plans.
- Interviews alleged victims, alleged perpetrators, family members, providers and other collaterals as required.
- Gathers information to complete investigations; planning, organizing, and coordinating activities in accordance with APS regulations and procedures.
- Makes appropriate recommendations in intervention and placement.
- Determines progress, present and future needs of clients; determine eligibility for APS services using program guidelines and makes referrals to external programs and services as appropriate.
- Assesses and identifies client needs, safety issues and risk factors. Assesses living conditions to make determination as to safety. Documents case contacts in the APS Case Management System on a timely basis, in accordance with APS procedural requirements.

### **APS Investigative Caseworker Supervisor**

**Job Code: G3013S**

**Pay Band: SG**

**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 Investigative Caseworkers responsible for investigating allegations of abuse, neglect and/or exploitation of adults.

### ***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

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experience, behavioral health and/or health care, two (2) years of which must be supervisory. Licensure by the NM Board of Social Worker Examiners at the LBSW, LMSW or LISW level.

### ***Minimum Qualifications***

Bachelor's Degree in Social Work from an accredited college or university and four (4) years of any combination of experience including working with communities or health or social services related matters, social work/case management experience, behavioral health and/or health care and licensure by the NM Board of Social Work Examiners at the LBSW, LMSW or LISW level or eligibility for such licensure in accordance with NM Requirements: OR 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. A Master's Degree in Social Work, Psychology, Guidance and Counseling, Sociology, Criminal Justice, Criminology and or Family Studies may substitute for the required education and two years of the required experience as it pertains to the essential duties and responsibilities of the classification.

### ***Essential Duties and Responsibilities\****

- Devotes a substantial portion of time assigning and 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 and assigns APS investigation to workers in a timely manner and in accordance with procedural guidelines and assigned priority.
- Reviews, assigns and monitors APS investigations to ensure timely initiation and assessment of adult safety to reduce recurrence of abuse, neglect and/or exploitation.

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### **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 (Add senior level; 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](http://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.*