



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

TITLE

	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ELDER RIGHTS SUPERVISOR	35	B	12.346
ELDER RIGHTS ADVOCATE II	33	B	12.347
ELDER RIGHTS ADVOCATE I	32	B	12.348

SERIES CONCEPT

Elder Rights Advocates provide assistance and advocacy to protect and enhance the health, safety, welfare and rights of persons aged sixty years and older who are either residents of long-term care facilities or elders living in the community.

Ensure the rights of the elderly under federal regulations and State laws including the prevention of abuse, neglect, exploitation and isolation are maintained.

Investigate and resolve complaints made by or on behalf of residents of long-term care facilities; assist elders and their caregivers with life planning decisions and in attaining or maintaining the highest possible level of independent living.

Provide information and referrals to agencies that provide services to support the elders' physical, emotional, social and economic well-being; locate and coordinate a network of referral services and resources for financial, health care, housing, in-home care, long-term care, legal, transportation and other service needs of the elderly.

Develop and maintain referral sources; determine appropriate services; identify gaps in services; conduct surveys to gather information; solicit needed services and resources; provide information regarding services; collaborate with other agencies to coordinate the delivery of services.

Receive and respond to walk-in, telephone, fax and e-mail inquiries and complaints; complete intake forms and enter into the computer; respond to complaints by evaluating and assessing clients' needs; refer clients to appropriate services; complete records on services provided to include statements, pertinent data and final disposition.

Conduct on-site visits to nursing facilities, group residential facilities, assisted living facilities, and homes for individual residential care; obtain information and ask questions regarding complaints; explain the provision and application of federal and State guidelines to protect the residents' rights.

Negotiate on resident's behalf and work with other State agencies for effective enforcement of federal regulations and State laws; serve as a resource for the residents' families and community members; share information about community groups and activities available to improve life and care for residents; answer questions about long-term care facilities; explain how nursing facilities are inspected.

Provide information and assistance to family and resident councils; direct residents to local legal services as appropriate; refer unresolved complaints or serious issues to the appropriate agency.

Research, develop, update and conduct public presentations based on requests for information; provide information and assistance to professional staff, service providers, caregivers, community organizations, law enforcement and other agencies' personnel regarding elder abuse, neglect, exploitation, isolation, and residents rights.

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SERIES CONCEPT (cont'd)

Evaluate current resources to meet the needs of the elderly; maintain resource files to include video and written materials.

Assist in developing policies, procedures and forms; review proposed regulations and legislation to determine the impact on elders; participate on committees, special task forces or community groups as assigned.

Perform related duties as assigned.

CLASS CONCEPTS

Elder Rights Supervisor: Under general supervision, incumbents supervise a unit of Elder Rights Advocates to include responsibility for the assignment of work, training, performance evaluation and discipline. In addition, incumbents oversee and administer various programs and activities related to elder rights, prepare reports and statistics regarding services provided, participate in formulating policies, implement regulation and policy changes, and may carry a caseload. This is the supervisory level in the series.

Elder Rights Advocate II: Incumbents investigate complaints at long-term health care facilities where skilled nursing care is typically provided, to include allegations of abuse, neglect, exploitation and isolation of elderly residents. Incumbents review records and interview complainants, residents, witnesses, employees, State and local agencies to obtain information; develop leads and facts pertaining to cases to determine if a violation or criminal intent exists; document findings and refer cases to the appropriate authorities. In addition, incumbents provide information to facility staff, co-workers, other agencies, residents, residents' families and caregivers regarding abuse, neglect, exploitation and isolation of the elderly and other related issues. This is the advanced journey level in the series.

Elder Rights Advocate I: Under general direction, incumbents perform the full range of duties described in the series concept; provide assistance to persons aged sixty years and older residing in group residential care facilities and in the community throughout Nevada to improve their quality of life, health, safety and welfare. Work at this level is characterized by problem-solving and identifying resources in the community to assist the elderly. This is the journey level of the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid Class C driver's license is required at the time of appointment and as a condition of continuing employment.
- * Candidates must submit to background checks and fingerprinting upon appointment.

ELDER RIGHTS SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, psychology, sociology or related social science or human services field, and two years of experience working with the elderly investigating, mediating, negotiating and resolving complaints which required the application of regulations, laws, policies and procedures in making determinations and preparing detailed reports; **OR** one year of experience as an Elder Rights Advocate II in Nevada State service; **OR** an equivalent combination of education and experience. (See *Special Requirements*)

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MINIMUM QUALIFICATIONS (cont'd)

ELDER RIGHTS SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: federal regulations and State laws pertaining to elder rights; State regulations governing long-term care facilities. **Working knowledge of:** interaction of agency programs; community resources available to augment the quality of life of elders in residential facilities. **Ability to:** explain agency program policies and regulations; review and analyze complaints and concerns of elderly residents; analyze and apply pertinent laws and regulations; mediate between various parties related to conflict with elderly residents; negotiate settlements on behalf of residents; assess and respond appropriately to sensitive circumstances; research, obtain records, and prepare documentation which may be used in a court of law; testify in administrative and court hearings; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: principles and practices of supervision and training. **Ability to:** supervise subordinate staff including organizing work flow, assigning work, establishing unit procedures, delegating responsibility, conducting training, evaluating work performance, and administering discipline.

ELDER RIGHTS ADVOCATE II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, psychology, sociology or related social science or human services field, and one year of experience working with the elderly investigating, mediating, negotiating and resolving complaints which required the application of regulations, laws, policies and procedures in making determinations and preparing detailed reports; **OR** one year of experience as an Elder Rights Advocate I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: needs of the elderly and the aging process; elder rights; State laws regarding crimes against the elderly; investigative techniques. **General knowledge of:** regulations governing long-term care facilities; public and private welfare and social programs. **Ability to:** identify abuse, neglect, exploitation, isolation and other adverse circumstances that affect the elderly; convey and document accurate and precise information; review and analyze information received from complainants, residents, witnesses and others; ascertain factual information; apply federal regulations, State laws, and agency policies and procedures to determine compliance; write reports and make referrals to other agencies, the courts, law enforcement and other legal entities; work independently and as part of a team; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Elder Rights Supervisor.)

ELDER RIGHTS ADVOCATE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience that included eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

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MINIMUM QUALIFICATIONS (cont'd)

ELDER RIGHTS ADVOCATE I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: human aging process; interviewing and research techniques; community resources; professional standards related to confidentiality; mediation and negotiation techniques. **Ability to:** elicit information, analyze facts, and evaluate information; develop and maintain community resources; speak in public to a diverse group of individuals regarding elder rights; write concise, logical and grammatically correct reports and correspondence; understand the dynamics of various social, cultural and economic groups; deal appropriately with individuals who may be upset, irate, and uncooperative; organize and prioritize work; operate a computer sufficient to store, access and retrieve data; work independently with minimal supervision.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for the Elder Rights Advocate II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>12.346</u>	<u>12.347</u>	<u>12.348</u>
ESTABLISHED:	10/1/07R 11/16/07UC	7/1/03P 10/14/02PC	7/1/03P 10/14/02PC
REVISED:		10/1/07R 11/16/07UC	10/1/07R 11/16/07UC