

Adult Protective Office Assistant Intern

Department of County Human Services



Intern Job Title: Office Assistant 2 Intern

Department/Division: DCHS/ADVSD

Pay and Duration: \$20 an hour - 20 hours a week

Supervisor: Brian Hughes, Program Manager Senior, Adult Protective Services

Site: Virtual/Tabor Square, 4610 SE Belmont St, Portland, OR 97215

Will the Intern drive? No

Program Summary:

The intent of the [Adult Protective Services \(APS\) program](#) is to provide prevention, protection and intervention for older adults and adults with physical disabilities. Adult Protective Services staff conduct investigations related to physical abuse, verbal abuse, financial exploitation, sexual abuse, abandonment, involuntary seclusion, wrongful restraint, self-neglect and neglect. Adult Protective Services staff link adults who are vulnerable to vital health and human services. The program aims to ensure the safety of vulnerable people in both facility and community settings and provides education and training about abuse prevention.

This position provides support to the APS Program by answering a multi-line phone system and transferring calls, printing, scanning and/or emailing referrals to community partners, entering complaint information and uploading documents into the Centralized Abuse Management (CAM) computer system, updating and maintaining public records, drafting letters to facilities, archiving records and assisting with other office duties.

Major Tasks and Specific Duties:

- **Receiving and Processing Abuse Reports**
 - Answer the APS main phone line and route calls to screeners, staff, or supervisor, as needed

- Receive paper or email referrals from internal and external partners and enter as “quick intakes” into CAM
- Receive calls intended for other departments of DCHS and reroute as needed
- Receive calls from people who can be hostile, distressed, or confused
- Process referrals in CAM and forward via email or fax to County and community partners.
- **Maintaining Records**
 - Update and maintain public records. Draft letters of correspondence for facilities
 - Assist public to access public files
 - Archiving documents and files
- **Office & Investigative Support**
 - Scanning/uploading support documents in CAM, as needed
 - Meeting minutes for committees and larger program meetings
 - Process incoming/outgoing mail
 - Provide back up coverage for other Business Service positions

Qualifications (knowledge, skills abilities needed for the job):

Required

- Familiarity with MS Windows, PC environment
- Familiarity with MS Word, Excel
- Familiarity with Google Products
- Effective writing and communication skills
- Respect for and ability to work with diverse individuals
- Ability to self-manage and perform directed tasks with independence

Useful

- Familiarity with professional office environment
- Interest in a career in health care or social work

Working Conditions of the Job:

This position may spend time in both an office setting as well as work remotely from home.

Time/Schedule Requirements:

A weekly Monday – Friday schedule with some flexibility, if needed

Qualifications:

1. High School Diploma or equivalent
2. Ability to use personal computer (MS Word, Excel, Database), working knowledge of email
3. Strong organizational and communication skills and ability to multitask and work in a fast

- paced, time sensitive environment
4. Dependable and reliable
 5. Must pass a criminal background check (This step happens after an offer is made)

Training and Support Provided:

Training for database use and front desk duties will be provided by a variety of people, depending on the topic. The intern will also work with the Risk Case Manager and Case Management Assistants in supporting clients.

Internship Outcomes:

- Opportunity to develop customer service and data entry skills
- Develop an in-depth knowledge and understanding of resources and services in Multnomah County
- Working in a professional setting and team environment

Veteran's Preference: Under Oregon Law, qualifying veterans may apply for veteran's preference for this recruitment. Review our veteran's preference website for details about eligibility and how to apply.

For veterans qualified for Veteran's Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position on the [website](#). The deadline for submitting an online application is April 4th, 2021.