



College to County Mentorship Program

Intern Job Title: Office Assistant 2
Department/Division: ADVSD/APS
Site: Tabor Square
Salary: \$17.76/hour, 40 hours/week

Will Volunteer/Intern drive? No

Summary of program

Adult Protective Services (APS) is responsible for protecting seniors, people with disabilities and veterans from abuse, financial exploitation and neglect. Clients are stabilized by an array of services. Protective Service Investigators link adults who are extremely vulnerable to vital health and human services to prevent further harm. This program also educates the community about abuse prevention.

Specific duties or major tasks:

APS Reception

Answer multi-line phone system and transfer calls as appropriate. Also enter abuse intake and referral information in to the Centralized Abuse Management (CAM) database via Quick Intake process.

Greet walk-in customers and refer to appropriate party.

Provide support to the screening team.

Receive abuse referrals from internal and external customers and ensure accurate information is provided to Screeners via CAM.

Provide backup for Adult Protective Services Staff

Update and maintain public record files, archive records, distribute reports and finding notifications, as needed. Provide support to the Case Manager Assistants and the Risk Case Manager as needed, including completing restraining order paperwork or other related forms.

Other duties as assigned

Submit monthly mileage reports for the program, complete daily handling of mail, order business cards as needed, committee support and maintenance requests as needed. Assist management and APS teams with special projects.

Taking meeting minutes as needed.

Qualifications:

Ability to communicate sensitive and/or confidential information.

Provide effective customer service in person and over the phone to internal/external partners.

May encounter contact with people in stressful/emotional situations.

Conditions of the job:

This position will be located at the APS Central office in Tabor Square, 4610 SE Belmont. The person in this position will have face to face, phone and email contact with both the general public, ADVSD staff, other social services staff and other professionals in the elder care service network.

Veterans' Preference: Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' 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 in the box below. Clearly explain how those skills and/or qualifications apply.

Application Instructions:

Please fill out and submit an application for this position through the form also located at this website: <https://multco.us/diversity-equity/college-county-mentorship-program>

The deadline for submitting online application is March 31, 2019.