



## Professional Training Programs

### Position Description for Trainees

Job title: **Adult Protective Services (APS) – Rapid Response Specialist**

Work Location: **1220 W Vliet Street, Milwaukee WI 53205**

Division/Department: **Department of Health & Human Services – Aging & Disabilities Services (DHHS-ADS)**

Reports to: **Adult Protective Services (APS), Prevention Coordinator**

#### **Job Summary:**

- In order to maximize training/learning opportunities, a minimum of 16 hours or 2 full (8 hour) days of availability is required.
- Interns will have a minimum of 2- 5 hours (per month) for face to face with internal and external clients (this is dependent on intern skill level).
- Direct work, such as records requests, visits, case note documentation, telephone calls, interns devote half the time to follow up on cases.

#### **Essential Duties and Responsibilities:**

Interns will have the opportunity to work with the Adult Protective Services (APS) team. The APS team aids Milwaukee County Residents ages 18 to end-of-life span with differing abilities and/or advanced age that have been impacted by abuse, neglect, or exploitation. The team investigates complaints of abuse, neglect, or financial exploitation and take corrective action by coordinating with collateral contacts such as family members, case managers, lawyers, and others. Interns will have an opportunity to experience home visits, learn the assessment process which includes communicating with clients, family members, and other interested parties to gather social, functional, physical, and mental information. When deemed appropriate the intern will learn how to make referrals to Publicly Funded Long-Term Care and/or other community services to stabilize or enhance the family situation. The APS team determines if clients are in dangerous situations and if so, they support removal of them from homes and assist with admitting them into emergency living environments and/or other community services appropriate for their current needs. The intern will have an opportunity to observe and support communicating with medical providers to arrange medical and psychiatric examinations or treatment for clients, document case activities from the investigation and other interested parties and recommend next steps for client safety and well-being. Interns will observe and learn how APS team prepares court documents and attend court hearings to testify, as needed and make recommendations for case disposition.

In addition to working with the APS Team, the intern will have the opportunity to learn about and participate in other operational aspects of community services offered within Adult Protective Services. This would involve participating in all staff meetings, outreach activities and helping develop community partnerships. The intern will have the opportunity to work with team members across these programs to gain knowledge of how they operate. Perform related duties as assigned by supervisor. Maintain compliance with all company policies and procedures.

#### **Work Experience Requirements:**

- Open to students enrolled in bachelor's level program or higher from an accredited college or university in Human Services (Social Work, Counseling, Psychology or in a closely related field required)
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office – Word, Excel, and Outlook)

- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Must have reliable transportation to designated worksite (this is not a telework internship position)
- Able and willing to travel to client households and community locations
- Ability to manage time effectively to ensure consistent productivity
- Ability to work in collaboration with community partners

**Interested in learning more about Aging and Disabilities Services?**

**Click the link below:**

[Disabilities \(milwaukee.gov\)](https://www.milwaukee.gov/Disabilities)

*Milwaukee County Aging and Disabilities Services (ADS) promotes educational and cultural development in Milwaukee County through innovative collaborations, external partnerships, and a strong commitment to diversity and inclusion. We seek diversity in our staff to broaden students' work experience and to enrich our community. Interns will have the opportunity to work with consumers that have complex needs, i.e., mental health, cognitive/physical inabilities, advanced age, substance use and social economic status. Candidates must be sensitive to the needs of and possess an interest in working in a community that is diverse, with regard to gender, race, ethnicity, religion, nationality, sexual orientation or identity, disability status, and protected veteran status. Milwaukee County Aging and Disabilities Services (ADS) aims to increase the health and wellbeing of Milwaukee County residents by serving them through a no wrong door approach and by incorporating racial equity into our policies and practices.*