

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8101100

Vulnerable Persons Protection Specialist 1, Grade 16	8101100
Vulnerable Persons Protection Specialist 2, Grade 20	8101200
Vulnerable Persons Protection Specialist 3, Grade 23	8101300
Assistant Director Vulnerable Persons Central Register, Grade 29	8101800
Director Vulnerable Persons Central Register, Grade 31	8101900

Brief Description of Class Series

Vulnerable Persons Protection Specialists receive, register, and report suspected cases of abuse, neglect, or significant incidents involving vulnerable persons in accordance with the requirements of the Protection of People with Special Needs Act.

Positions in this class are found only at the Justice Center for the Protection of People with Special Needs.

Distinguishing Characteristics

Vulnerable Persons Protection Specialist 1: full performance level; answers calls coming into the hotline reporting allegations of abuse, neglect, or significant incidents involving vulnerable persons.

Vulnerable Persons Protection Specialist 2: first-supervisory level; oversees and provides guidance to Vulnerable Persons Protection Specialists 1; and handles the more difficult calls.

Vulnerable Persons Protection Specialist 3: second-supervisory level; supervises the day-to-day operations, staffing, and scheduling of the vulnerable persons hotline, under general direction from the Assistant Director.

Assistant Director Vulnerable Persons Central Register: one-position class; serves as the assistant director of the Vulnerable Persons Central Register (VPCR).

Director Vulnerable Persons Central Register: one-position class; reporting to executive level staff, serves as the director of the VPCR.

Related Classes

Child Protective Services Specialists perform a range of duties concerned with receiving, registering and reporting suspected cases of child abuse and maltreatment in accordance with the requirements of the Child Protective Services Act.

Illustrative Duties

Vulnerable Persons Protection Specialist 1

Receives information via telephone or electronic web form pertaining to allegations of abuse, neglect and significant incidents involving vulnerable persons from mandated reporters and others.

Determines the type of response needed based on an initial risk assessment, to ensure the health and safety of vulnerable persons involved and ensure that all appropriate parties are informed of the event, including the police if appropriate.

Elicits from callers essential information, including the problem, allegation, and complaint, names of the parties involved, address, and other details relevant to the alleged incident.

Evaluates the information received against the various laws and regulations associated with the jurisdiction of the Justice Center and State oversight agencies with respect to abuse, neglect and significant incidents.

Evaluates reported allegation to determine whether information is sufficient to constitute a reportable incident; redirects callers to other appropriate agencies or entities when necessary.

Documents all aspects of the information received from the reporter and actions taken as a result of the information received and the assessment conducted.

Prepares clear and concise written summary of reported incident as described by the caller.

Assigns and transmits notification of the report to appropriate staff for follow up.

Vulnerable Persons Protection Specialist 2

May perform all of the same duties as a Vulnerable Persons Protection Specialist 1.

Serves as team leader and mentor to VPPS 1 staff.

Assigns work in accordance with changing priorities and evaluates staff in the performance of their duties.

Assists lower level staff in the intake of abuse and neglect reports of extreme difficulty or sensitivity.

Provides guidance regarding the manner in which reports are accepted and processed by the Justice Center.

Assists in training staff in the methods and procedures to be used in receipt of abuse, neglect, and significant incidents, relay of these reports to the investigations unit, and other administrative functions.

Participates in the development and creation of training, and new procedures and policies.

Performs the full range of supervisory duties.

Vulnerable Persons Protection Specialist 3

May perform all of the same duties as lower-level Vulnerable Persons Protection Specialists.

Supervises lower level staff and manages the day-to-day activities of the Call Center staff, including staff schedules, on-the-job training and skills development.

Assigns work to staff in accordance with changing priorities and evaluates staff in the performance of their duties.

Provides guidance regarding the manner in which reports are accepted and processed by the Justice Center.

Ensures that staff is kept informed of any changes in agency policy and procedures affecting the operations of the Justice Center.

Directs the implementation and execution of new requirements and procedures, and evaluates the effect of such changes on the operations on the Justice Center.

Meets with the Hotline Director and Assistant Director to discuss any problems faced by staff under their supervision in the performance of their duties.

Suggests areas for improvement and works with staff to develop solutions to streamline processes, and evaluates performance data.

Assists with administrative tasks such as development of new policies and procedures, coordination of forms, maintenance of required records, scheduling of staff, preparation of staff performance evaluations, etc.

May assist in the intake of abuse and neglect reports of extreme difficulty or sensitivity.

Manages the in-bound call volume to ensure the hotline is capable of handling call volume according to established time frames and call wait periods.

Performs special assignments such as incident reviews, data reconciliation, case classification issues resolution, and quality assurance of the Vulnerable Persons Central Register.

Performs the full range of administrative supervisory responsibilities.

Assistant Director Vulnerable Persons Central Register

May perform all of the same duties as lower-level Vulnerable Persons Protection Specialists.

Assists the director in management of the Justice Center's Incident Management Unit/Call Center. Oversees review of additional information/evidence that can result in a reclassification of classification and investigatory assignment. Oversees providing investigative strategy memos/directives to all State Oversight Agency investigators when a case is assigned to them.

Oversees call center staffing and staffing levels by recruiting, selecting, orienting, training, counseling, and disciplining staff; administers scheduling systems; communicates job expectations; plans, monitors, appraises, and reviews job contributions; and enforces policies and procedures.

Conducts needs assessments, performance reviews, capacity planning, and cost/benefit analyses; defines user requirements; establishes technical specifications, productivity, quality, and customer service standards; contributes information and analysis to organizational strategic plans and reviews.

Monitors system performance; identifies and resolves problems; prepares and completes action plans; completes system audits and analyses; manages system and process improvement and quality assurance programs.

Ensures staff is provided with up-to-date information regarding policies and procedures to ensure legal mandates are met.

Collects, analyzes and maintains data and trends regarding call center performance; identifies gaps and provides recommendations to management for improvement.

Works with Information Technology Services staff to develop and implement data systems for evaluating services and to ensure the effective operation of the Call Center.

Prepares recommendations to management regarding program administration; assists in the development of operating procedures for new or revised procedures, requirements, and process flows.

Promotes staff development and productivity by ensuring staff is trained on computer technology, telephony systems, and customer service skills.

Develops working relationships with other agency managers, provider agencies, law enforcement officials, and professional associations.

Participates in meetings with staff within the Justice Center and with external organizations.

Performs the full range of administrative supervisory responsibilities.

Director Vulnerable Persons Central Register

May perform all of the same duties as an Assistant Director Vulnerable Persons Central Register.

Responsible for the overall management of the Justice Center's Incident Management Unit/Call Center.

Develops long-term work objectives, policies, and procedures for the hotline, considering available resources, requirements and performance measures.

Directs and approves operational strategies regarding call center needs, performance, capacity, user requirements, and quality and customer-service standards.

Directs system audits and analyses to monitor and improve call center operations and customer service.

Approves and recommends new or revised procedures and requirements to management.

Develops working relationships with provider agencies, law enforcement officials, and professional associations.

Tracks emerging trends in call center operations; and evaluates the applicability of enhancements to the hotline.

Directs staffing, and staff development programs.

Performs the full range of administrative supervisory responsibilities.

Minimum Qualifications

Vulnerable Persons Protection Specialist 1

Open Competitive: Either bachelor's degree, associate's degree in a human services field and one year of qualifying experience*, or three years of qualifying experience*, AND completion of a one-year traineeship; or

bachelor's degree or higher in a human services field, associate's degree in a human services field and two years of qualifying experience*, or four years of qualifying experience*.

*Qualifying experience includes: the direct provision of services that includes the care, review, investigation, assessment, treatment, or case planning for persons in facilities or program covered by the Protection of People with Special Needs Act of 2012; or the development, implementation, or administration of a program that provides quality assurance, conducts incidents reviews, investigates, or provides treatment in facilities or program covered by the Protection of People with Special Needs Act of 2012; or where your primary responsibility (at least 50% of your official duties) was in the direct provision of adult or child protective services, which is defined as the investigation, assessment, treatment, and/or case planning of reported cases of adult or child abuse and maltreatment.

Vulnerable Persons Protection Specialist 2

Promotion: one year of permanent service as Vulnerable Persons Protection Specialist 1.

Vulnerable Persons Protection Specialist 3

Promotion: one year of permanent service as a Vulnerable Persons Protection Specialist 2.

Assistant Director Vulnerable Persons Central Register

Non-competitive: Bachelor's degree in social work, psychology, sociology, human services, or criminal justice, AND six years of experience in the direct provision of

adult or child protective services. Three years of the experience must have been in supervising a human services program.

Director Vulnerable Persons Central Register

Non-competitive: Bachelor's degree in social work, psychology, sociology, human services, or criminal justice, AND seven years of experience in the direct provision of adult or child protective services. Two years of the experience must have been in managing a hotline for the intake of allegations of abuse and neglect of vulnerable persons.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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