

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

Classification Standard

**Occ. Code 8101100**

<b>Vulnerable Person Protection Specialist 1, Grade 16</b>	<b>8101100</b>
<b>Vulnerable Person Protection Specialist 2, Grade 20</b>	<b>8101200</b>
<b>Vulnerable Person Protection Specialist 3, Grade 23</b>	<b>8101300</b>
<b>Assistant Director Vulnerable Persons Central Register, Grade 27</b>	<b>8101800</b>
<b>Director Vulnerable Person Central Register, Grade 29</b>	<b>8101900</b>

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:* entry level; answer calls coming into the hotline reporting allegations of abuse, neglect, or significant incidents involving vulnerable persons.

*Vulnerable Persons Protection Specialist 2:* first-supervisory level; oversee and provide guidance to Vulnerable Persons Protection Specialists 1; and handle the more difficult calls.

*Vulnerable Persons Protection Specialist 3:* second-supervisory level; supervise 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 Justice Center vulnerable persons central register.

*Director Vulnerable Persons Central Register:* one-position class; serves as the director of the Justice Center vulnerable persons central register.

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*

- Receive information via telephone or electronic web form pertaining to allegations of abuse, neglect and significant incidents involving vulnerable persons from mandated reporters and others.
- Determine 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.
- Elicit from callers essential information, including the problem, allegation, and complaint, names of the parties involved, address, and other details relevant to the alleged incident.
- Evaluate 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.
- Evaluate reported allegation to determine whether information is sufficient to constitute a reportable incident; redirect callers to other appropriate agencies or entities when necessary.
- Document all aspects of the information received from the reporter and actions taken as a result of the information received and the assessment conducted.
- Prepare clear and concise written summary of reported incident as described by the caller.
- Assign and transmit notification of the report to appropriate staff for follow up.

### *Vulnerable Persons Protection Specialist 2*

In addition to performing the duties of Vulnerable Persons Protection Specialists 1, incumbents perform the following:

- Serve as team leader and mentor to VPPS 1 staff.
- Assign work in accordance with changing priorities and evaluates staff in the performance of their duties.
- Assist lower level staff in the intake of abuse and neglect reports of extreme difficulty or sensitivity.
- Provide guidance regarding the manner in which reports are accepted and processed by the Justice Center.
- Assist 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.
- Participate in the development and creation of training, and new procedures and policies.

### *Vulnerable Persons Protection Specialist 3*

- Supervise 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.
- Assign work to staff in accordance with changing priorities and evaluate staff in the performance of their duties.
- Provide guidance regarding the manner in which reports are accepted and processed by the Justice Center.
- Ensure that staff is kept informed of any changes in agency policy and procedures affecting the operations of the Justice Center.
- Direct the implementation and execution of new requirements and procedures, and evaluate the effect of such changes on the operations on the Justice Center.
- Meet with the Hotline Director and Assistant Director to discuss any problems faced by staff under their supervision in the performance of their duties.

- Suggest areas for improvement and work with staff to develop solutions to streamline processes, and evaluate performance data.
- Assist 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.
- Manage the in-bound call volume to ensure the hotline is capable of handling call volume according to established time frames and call wait periods.
- Perform special assignments such as incident reviews, data reconciliation, case classification issues resolution, and quality assurance of the Vulnerable Persons Central Register.

*Assistant Director Vulnerable Persons Central Register*

- Oversee call center staffing and staffing levels by recruiting, selecting, orienting, training, counseling, and disciplining staff; administer scheduling systems; communicate job expectations; plan, monitor, appraise, and review job contributions; and enforce policies and procedures.
- Conduct needs assessments, performance reviews, capacity planning, and cost/benefit analyses; define user requirements; establish technical specifications, productivity, quality, and customer service standards; contribute information and analysis to organizational strategic plans and reviews.
- Monitor system performance; identify and resolve problems; prepare and complete action plans; complete system audits and analyses; manage system and process improvement and quality assurance programs.
- Ensure staff is provided with up-to-date information regarding policies and procedures to ensure legal mandates are met.
- Collect, analyze and maintain data and trends regarding call center performance; identify gaps and provide recommendations to management for improvement.
- Work with Information Technology Services staff to develop and implement data systems for evaluating services and to ensure the effective operation of the Call Center.

- Prepare recommendations to management regarding program administration; assist in the development of operating procedures for new or revised procedures, requirements, and process flows.
- Promote staff development and productivity by ensuring staff is trained on computer technology, telephony systems, and customer service skills.
- Develop working relationships with other agency managers, provider agencies, law enforcement officials, and professional associations.
- Participate in meetings with staff within the Justice Center and with external organizations.

*Director Vulnerable Persons Central Register*

- Develop long-term work objectives, policies, and procedures for the hotline, considering available resources, requirements and performance measures.
- Direct and approve operational strategies regarding call center needs, performance, capacity, user requirements, and quality and customer-service standards.
- Direct system audits and analyses to monitor and improve call center operations and customer service.
- Approve and recommend new or revised procedures and requirements to management.
- Develop working relationships with provider agencies, law enforcement officials, and professional associations.
- Track emerging trends in call center operations; and evaluate the applicability of enhancements to the hotline.
- Direct staffing, and staff development programs.

Minimum Qualifications

*Vulnerable Persons Protection Specialist 1*

Associate's degree and three years of experience in either: the direct provision of services which includes the care, 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 programs covered by the Protection of People with Special Needs Act of 2012.

Substitution: a bachelor's degree may substitute for two years of the required experience.

*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*

Promotion: one year of permanent service as a Vulnerable Persons Protection Specialist 3.

*Director Vulnerable Persons Central Register*

Non-competitive: Bachelor's degree in social work, psychology, sociology, human services, 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 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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