



LANE COUNTY  
\*B073  
Established 10/20/09  
Revised 6/22/22

## ABUSE INVESTIGATOR

**CLASS SUMMARY:** To conduct abuse investigations and provide protective services for Developmental Disabilities Service (DDS) and Behavioral Health (LCBH) clients. To perform complex field investigations and research for the programs and ensure legal compliance per Oregon Administrative Rules. To independently prepare comprehensive written reports and research, conduct in-depth/sensitive interviews, and make formal recommendations regarding the care of clients who may be victims of abuse or neglect based upon independently conducted field investigations.

**SUPERVISION RECEIVED:**

Receives direction from designated management staff.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1. Serves as the designee for the State of Oregon Department of Human Services (DHS), and Oregon Health Authority (OHA) performing abuse/neglect investigations on behalf of clients whose health and/or safety may be at risk; assesses cases and reports to ensure investigations meet OAR criteria.
2. Assesses abuse/exploitation risks, including physical, emotional and behavioral indicators, as well as family and environmental contributors.
3. Interviews clients, caregivers, family members, service providers and others regarding allegations of abuse/neglect/exploitation.
4. Prepares documentation and evidence to support protective services actions such as seeking and assisting with restraining orders, protective orders, court commitments, guardianship and/or other court related activities, including photography, and/or detailed review of medical/financial records.
5. Prepares written report of investigation findings, including any required actions to respond to abuse/exploitation/neglect or prevent further abuse of the client.
6. Testifies in court or at hearings regarding professional assessments, agency decisions or investigation findings.
7. Assists management in monitoring the quality of protective services delivered within the County.

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8.	Assists management in the identification of existing and insufficient protective service delivery resources and options.
9.	Provides information of investigation procedures to clients, caregivers, family members, staff, brokerages and others, within required timelines.
10.	Conducts safety planning with alleged victims, including taking immediate action if necessary.
11.	Participates in the development of information resources and provides training regarding protective services or investigative duties to other staff and community/contract teams and agencies.
12.	Works collaboratively with other law enforcement agencies, as well as others, both in Oregon and in other states when necessary.
13.	Participates regularly in local multi-disciplinary team(s) pertaining to vulnerable adult abuse.
14.	Completes Death reviews for any decedent within the jurisdictional population covered by the investigator. Compiles report based on documentation from providers and the medical examiner to ensure death was not caused through abuse or neglect.
15.	Performs other duties as assigned by the supervisor.

**Knowledge of** (position requirements at entry):

- Principles and practices of investigation and research, including critical interviewing techniques, conflict management, and methods and techniques of negotiation.
- Principles and techniques of interviewing.
- Project and/or case management techniques and practices.
- Modern office practices, recordkeeping, documentation procedures, case/file management methods, effective writing/presentation principles, and computer systems and operation.
- Research methods and analysis techniques applicable to a municipal law enforcement agency or for the Oregon Department of Human Services.
- Local social service agencies and community resources.
- Social service theory, practices and procedures.

**Skills in** (position requirements at entry):

- Identify legal issues of investigations.
- Present, communicate information, findings, and recommendations clearly, factually, and logically both verbally and in structured, written reports.
- Conduct in-depth interviews with a variety of individuals in the field and in person.
- Effectively deal with people in stressful situations; gain cooperation through discussion and persuasion.
- Analyze and research information and make formal recommendations on complex client cases.
- Effectively organize and prioritize work assignments.

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- Develop effective relationships and coordinate investigations with law enforcement and the legal system.
- Effectively understand and demonstrate sensitivity to diverse cultures and individuals.
- Prepare and maintain records, statistical data and reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

**Training and Experience** (positions in this class typically require):

Bachelor's degree from an accredited college or university with major course work in human, social, behavioral, or criminal science. Two years of human services, law enforcement, or investigative experience. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

**NOTE:** This position is represented by AFSCME Local 2831.

**Classification History:**

Established per Board Order 09-10-20-16, Updated and title change 6/22/22 per HR Director Alana Holmes via MOU AFG-22-20.  
FLSA Status: Exempt