

Centralized Intake Worker

BSSCI004

Kanawha & Marion Counties

\$41,925 - \$69,875

General Description:

These positions perform work as a first line of defense in alleviating the abuse/neglect/exploitation of children and vulnerable adults within the state. These positions receive and professionally assess telephone calls and conduct thorough interviews dealing with possible mistreatment, neglect, and potential abuse. These positions are the initial contact point for possible abuse victims and act as an advisor to the resolution of client issues. They participate in a 24-hour on-call rotation and mandatory overtime to ensure continuous coverage. These positions communicate/coordinate with law enforcement if there is an emergency situation. Perform related work as required.

Responsibilities may include, but are not limited to:

- Answering and assessing incoming calls regarding possible cases of mistreatment, neglect and abuse of children and at-risk adults statewide.
- Communicate with Child and Adult Protective Service Workers and their supervisors when situations deem necessary.
- Communicate with law enforcement personnel when citations deem necessary.
- Prepare necessary reports and records to reflect the employee's daily activities.

Applicants must possess a valid WV driver's license, and reliable transportation. Applicants also must have strong communication skills, both oral and written, and maintain detailed case records and extensive documentation. Overtime hours and frequent travel may be required. Successful completion of a background check is required for employment.

Position Number: 0511P01065, 0511P06418

DoHS' EOP UTILIZATION REPORT MAY BE FOUND AT: <https://dhhr.wv.gov/vip/Pages/default.aspx>

#DoHSJOBS

Minimum Qualifications

Education:	Bachelor's degree from an accredited college or university.
Experience:	None.

Note: At the appointing agency's discretion, competitive applicants may receive probationary appointment pending official verification of the qualifying training, examination or certification. The qualifying training, examination or certification must be verified before the employee may be certified permanent.

Benefits Include:

- Paid vacation, holidays, and sick/family sick leave
- Health, dental, vision, retiree health, basic life, and supplemental life insurance
- Employee wellness programs
- Retirement
- Tuition reimbursement

The West Virginia Department Of Human Services is an Equal Opportunity employer. This position announcement is established as of June 25th, 2024 and will remain open until July 2nd, 2024. Submit a paper application or detailed resume and any correspondence concerning this vacancy to:

OHRMOSAClassComp@wv.gov. Please put BSSCI004 in the subject line of your email.

Note: Due to recent legislation, positions filled for the Department of Health Facilities and Bureau for Social Services beginning January 1, 2024, are no longer covered by the West Virginia Division of Personnel. These positions are now covered under the Office of Shared Administration Comprehensive Human Resources System.