

Executive Summary

Course Title: APS Supervisor Core: Supervising Complex Cases Instructor-Led Training.

Course Description: Adult Protective Services Supervisors navigate a wide range of responsibilities each day, including guiding staff through investigations, case planning, and the management of extraordinarily complex situations. These situations often require careful analysis, thoughtful oversight, and a steady supervisory presence to support staff in making sound decisions.

In this interactive training, you will explore examples of complex cases and examine how supervisory leadership shapes the quality and direction of APS investigations. You will learn about tools, best practices, and strategies to help your staff manage challenging situations while adhering to agency policies, strengthening quality assurance, and safeguarding the well-being of adults in our communities.

Instructor Led Training:

This course is designed to be facilitated virtually or in-person

Course Requirements:

None

Intended Audience:

This workshop is intended for new supervisors, APS professionals that may be wanting to promote, or experienced staff who may require a refresher.

Learning Objectives:

Upon completion of this training, participants will be able to:

- Explain what a complex case means in the APS Supervisor role.
- Identify tools and strategies that APS Supervisors can use to guide supervisory sessions with their staff.
- Explain the need for collaboration and coordination with community providers and the value and use of multi-disciplinary teams.
- Establish guidelines and identify tools that APS supervisors can utilize to support quality assurance with case closure.