



Career Service Authority

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Hotline Operator

GENERAL STATEMENT OF CLASS DUTIES

Receives all incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed.

DISTINGUISHING CHARACTERISTICS

This class receives all incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed. This class is distinguished from a Human Service Aide that performs standard performance level work identifying client needs and providing services. The Hotline Operator is distinguished from a Program Case Manager that performs paraprofessional case management work with program participant cases in various city agencies. The Hotline Operator is distinguished from the Administrative Support Assistant III that performs a variety of full performance level office support work. The Hotline Operator is distinguished from the 911 Operator that performs telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, other similar emergency services and performs data retrieval work operating computer terminals.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Receives all incoming telephone calls involving child abuse and/or neglect, makes quick decisions regarding the child's life and well being (high, moderate, or low risk), determines the immediacy and type of response needed based on an initial risk assessment (contact police for immediate assistance, contact on-call case workers, or distribute for follow up services).

Elicits essential information from caller including the problem, allegation, and complaint, names of involved parties, address, and information pertaining to the laws and regulations of child abuse and neglect in the state of Colorado.

Searches department and statewide databases to compile all necessary information on the alleged victim, family members, all involvement of Human Services, and other required information, enters information into the statewide database, documents all aspects of the initial call and actions taken, and distributes as required.

Receives calls and works directly with law enforcement on domestic violence cases and placement of children.

Receives all calls and information from the Coroner's Office regarding the death of any child in the city, notifies all pertinent parties, conducts database searches, and documents and distributes information to initiate fatality investigations.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, evaluates and chooses the best alternative in order to make a determination, and draws conclusions and/or solves a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Memory – Recalls information that has been presented previously.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Flexibility – Adapts quickly to changes.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Physical Demands:

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to varying and unpredictable situations.

Handles emergency or crisis situations

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Requires judgment and action in life threatening situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of public contact experience dealing with individual problems and applying policies, procedures, and/or legal guidelines.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/01/2005

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This class was created for Denver Department of Human Services for positions assigned to the Child Abuse and Neglect Hotline.