



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION MEMORANDUM

TO: All agencies citywide
Holders of Job Specification Books

FROM: Alena Martinez

DATE: January 21, 2009

SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Collections Investigator
Rev. 01/18/2009

Staff Social Case Worker
Rev. 01/25/2009

Job Specifications to be Removed

Collections Investigator
Rev. 09/16/1998

Staff Social Case Worker
Re. 03/01/2006



Career Service Authority

Collections Investigator

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GENERAL STATEMENT OF CLASS DUTIES

Performs intermediate/standard investigative work of legal liability and collection activities including uncollectible and/or overdue payments and accounts.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Investigator Supervisor which supervises and directs the work and activities of investigators to ensure proper preparation of the caseload for persuasiveness of evidence and potential of case for possible civil or criminal prosecution. The Collections Investigator is also distinguished from the Business License Inspector which monitors and enforces compliance to state statutes, municipal ordinance, rules and regulations relating to businesses and licensing. This class is also distinguished from the Investigations Technician which performs standard/intermediate level investigative work including assisting in conducting comprehensive investigations of a criminal/civil cases and making preliminary determination regarding jurisdictional authority and specific statutory violations. The Collections Investigator is mainly involved with conducting investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

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 normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Conducts investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

Researches and verifies debtor information through police records, treatment agencies, employers, and/or insurance reports to determine location of responsible parties, or witnesses for process serving, location of assets, garnishment, or execution of judgments or appropriate legal proceedings.

Determines liability and makes arrangements for settlement of legal issues with approval from City Attorney including negotiation of payment agreements.

Contact debtor or designated representative, explains legal obligation for restitution of account(s), monitors payments, and closes out account at full restitution.

Initiates appropriate documents for legal actions to obtain payment(s).

Assembles, organizes, and maintains case files, reports of partial payments, and full collection of debts, uncollectible accounts, and records of correspondence.

Performs research and assembles and organizes documents to provide information to insurance companies, attorneys, or other interested parties.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, is trustworthy.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables, applies what is learned from written material to specific situations.

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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Self Management – Sets well defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards competing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern, develops and maintains relationships, may deal with people who are difficult, hostile, distressed, relates well to people from varied backgrounds and situations, is sensitive to individual differences.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organization goals, causes change.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

Stress Tolerance – Deals calmly and effectively with high stress situations.

Flexibility – Is open to change and new information adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, effectively deals with ambiguity.

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

Planning & Evaluation – Organizes work, sets priorities, determines resource requirements, determines short or long term goals and strategies to achieve them, coordinates with other organizations or parts of the organization, monitors progress, evaluates outcomes.

Skills in conducting investigations to ensure compliance with appropriate rules and regulations.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with fingers.

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.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 10 – 25 pounds.

Working Environment:

Subject to varying and unpredictable situations.
Subject to many interruptions.
Subject to long irregular hours.

Education Requirement:

Associate Degree.

Experience Requirement:

One year of experience involving public contact relating to code enforcement, inspections, or investigations.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

Licensure and/or Certification:

By position, requires possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE:

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Ted Pacheco

REVISED DATE: 01/18/2009

REVISED BY: Hameed Pousti

CLASS HISTORY

9/1995 – Class was originally created.
9/1998 – Class Specification was revised and updated.
1/2009 – Class Specification was placed in to new format.



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Staff Social Case Worker

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GENERAL STATEMENT OF CLASS DUTIES

Performs entry level professional social case work while receiving training in the principles, practices, procedures, and applications of case work methods and techniques and develops the knowledge and skills to perform case management.

DISTINGUISHING CHARACTERISTICS

This class performs entry level professional social case work. This class is distinguished from a Social Case Worker that performs standard performance level social work services including case management, counseling, referral, placement, and assessment/evaluation on less complex assignments and receives supervision on more complex assignments.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory responsibilities.

ESSENTIAL DUTIES

Receives on-the-job training on acceptable case work methods and techniques in order to perform a variety of counseling, referral, and placement functions.

Attends training sessions to learn concepts, principles, practices and application of case work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in interviewing clients and family members, documenting family history, assessing family problems and needs, and developing treatment plans.

Receives training and instruction in identifying and interpreting social, occupational, and environmental factors related to a case and the internal and external resources available.

Performs increasingly more responsible work as the employee gains experience and independently provides basic case work services.

Assists in the establishment and maintenance of case files, records, and other required documentation and the preparation of periodic reports.

By position, supervises therapeutic programs for children with mental health issues.

By position, under the supervision of a licensed therapist, diagnoses children in a residential treatment center and supervises family group therapy sessions.

By position, physically restrains children and administers medications.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

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.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed,

relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

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

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

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

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling and social work sufficient to perform the duties related to the work assignment.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Physical Demands:

Lifting: raising or lowering an object up to 40 pounds.
Standing: remaining on one's feet in an upright position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by ear.
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:

Contacts with client under a wide variety of circumstances.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Exposed to danger of assaults.
Exposure to unpleasant client and/or unit elements (accidents, injuries, illness).

Education Requirement:

Baccalaureate Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field.

Experience Requirement:

None.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 1/16/2001

REVISED DATE: 01/25/2009

REVISED BY: Patricia Anderson

CLASS HISTORY 2/2005 - This class specification has been revised and updated.
1/2009 – The exemption status was corrected. This class is a non-exempt class.