



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide

FROM: Alena Martinez

DATE: November 23, 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

Entertainment Production Coordinator
Rev. 10/18/2009

Psychologist Supervisor
Rev. 10/18/2009

Job Specifications to be Removed

Operations and Production Supervisor
Est. 09/16/1995

Psychologist Team Leader
Est. 09/16/1995



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Entertainment Production Coordinator

GENERAL STATEMENT OF CLASS DUTIES

Coordinates and oversees facility operations and maintenance related to event production and activities held at multiple venues and performs permanently assigned lead work.

DISTINGUISHING CHARACTERISTICS

This class coordinates and oversees facility operations and maintenance related to event production and activities. The Entertainment Production Coordinator is also distinguished from the Events Coordinator that performs full performance professional level work coordinating events and providing administrative support for events activities held in multiple venues.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

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 public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs lead work over contract employees.

ESSENTIAL DUTIES

Serves as the Manager on Duty for events and coordinates and monitors the work of on-call event staff, trade workers, stage hands, and others involved with the production of events or facility maintenance activities.

Coordinates, directs, and instructs event related employees on logistical and technical specifications of event production and facility maintenance as it relates to production requirements.

Acts as a liaison with internal and external events staff and various providers, provides technical assistance related to specifications, productions, operations, and facility maintenance, and assists with event coordination.

Coordinates training sessions with vendors for stagehands and resolves problems encountered by event staff associated with the production of an event or facility maintenance activities.

Ensures necessary materials and equipment are available for scheduled events and facility maintenance.

Compiles, monitors, and maintains files and documentation related to operating and labor costs and prepares purchase orders for all purchases as they relate to productions and theatrical projects.

Implements safety and security standards and develops procedures to ensure compliance.

Reviews work upon completion for adherence to guidelines, standards, and contracts.

Performs other related duties as assigned or requested.

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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, Knowledge, & Skills:

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

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

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

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

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

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

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

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

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

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Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

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

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

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.

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 goals, and causes change.

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

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

Knowledge of supervisory principles and practices sufficient to be able to delegate responsibility and assignments.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Walking: moving about on foot including steps and ramps.

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

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

Depth perception: ability to judge distances and space relationships.

Working Environment:

Subject to long irregular hours.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of experience in event planning, production, and/or facility operations.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 10/18/2009

REVISED BY: Patricia Anderson

CLASS HISTORY 10/18/2009 - This class was revised and updated.



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Psychologist Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Provides supervision and performs professional psychology work directing, reviewing, scheduling and coordinating the work of professional personnel assigned to a specialized mental health team.

DISTINGUISHING CHARACTERISTICS

This class provides supervision and performs professional psychology work directing, reviewing, scheduling and coordinating the work of professional personnel assigned to a specialized mental health team. This class is distinguished from the Psychologist, which provides psychology services as a licensed psychologist including assessment, treatment, and consultation in a medical or health care setting.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Directs the activities of clients enrolled in a specialized psychiatric program.

Maintains an individual caseload including client evaluation, test administration, preparation of treatment plans and patient discharge.

Provides liaison with community health programs and health care providers.

Maintains close liaison work referral services and provides consultation for Denver Department of Social Services.

Ensures compliance with the Joint Commission of Accredited Health Organizations and other departmental governing standards.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

By positions, meets and advises city attorneys regarding clients or treatment practices.

Performs other related duties as assigned or requested.

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:

Psychology: Knowledge of human behavior and performance in various contexts, mental processes, or the assessment and treatment of behavioral and affective disorders.

Internal Controls/Integrity- Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

Oral Communication- Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving- Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication- Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence- Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership- Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

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

Supervising a Diverse Workforce- Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources Management- Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills- Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction- Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building- Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness- Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management-Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation-Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Walking: moving about on foot

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 hand (s).

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

Feeling: perceiving attributes of objects by means of skin receptors.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Exposed to odorous chemical and specimens

Exposed to patient elements

Exposed to unpleasant elements (accidents, injuries and illness)

Education Requirement:

Graduation from an accredited university with Ph.D., Psy.D.or Ed.D. in psychology, and major course work in a clinical, counseling, rehabilitation or related field of psychology plus completion of internships required by the degree.

Experience Requirement:

Three years of experience in the practice of psychology, which must include one year of experience in a mental health, alcohol, or drug abuse treatment program.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training course prior to completion of the probationary period. Must be a licensed psychologist by the Colorado State Board of Psychologist Examiners at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 10/18/2009

REVISED BY: Blair Malloy

CLASS HISTORY This class was revised, competencies and distinguishing characteristics added, and placed in new template. The class title was changed to Psychologist Supervisor to reflect the supervisory duties.