



Career Service Authority
Denver's Human Resource Agency
201 W. Colfax, Department 412
Denver, CO 80202
p: 720.913.5751
f: 720.913.5720
www.denvergov.org/csa

JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: June 10, 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

Modified Duty Coordinator
Rev. 06/14/2009

Work Release Technician
Rev. 06/14/2009

Job Specifications to be Removed

Modified Duty Coordinator
Est. 09/16/1995

Work Release Technician
Est. 09/16/1995



Career Service Authority
Modified Duty Coordinator

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance paraprofessional work coordinating appropriate work assignments for eligible employees injured on the job who are capable of performing modified duty.

DISTINGUISHING CHARACTERISTICS

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 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:

None

ESSENTIAL DUTIES

Serves as a technical advisor for modified duty program, provides consultative and technical guidance to city employees/managers and/or other stakeholders, and assists in resolving difficult and sensitive inquiries and complaints.

Monitors modified duty participants on an ongoing basis, confers with affected city agencies and health care providers to coordinate proper and authorized modified duty work placement, and perform unannounced site visits to monitor work assignments.

Researches and performs modified duty activity in accordance with Colorado Worker's Compensation Laws, implements appropriate modified duty program policies and procedures, and communicates the changes and impact of changes on operations to city employees and management.

Prepares a variety of reports, correspondence, and other documentation and provides operational information and statistical data for management/departmental use and responds to inquiries relative to the unit.

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:

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; 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.

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.

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

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.

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 organizational goals; causes change.

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

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

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

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

Planning and Evaluating - 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.

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.

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

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

Physical Demands:

Balancing: maintaining body equilibrium to prevent falling over
Carrying: Transporting an object usually by hand, arm or shoulder.

Eye/Hand/Foot Coordination: performing work through using two or more.

Fingering: picking, pinching or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

Sitting: remaining in the normal seated position.

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

Walking: moving about on foot on uneven surfaces.

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

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

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

Working Environment:

Exposed to unpleasant elements (accidents, injuries and illness). Subject to many interruptions and occasional pressure due to multiple calls and inquiries.

Education Requirement:

Associate Degree

Experience Requirement:

Three years of technical experience in career, vocational or educational counseling, social work or a closely related field.

Education/Experience Equivalency:

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

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 06/14/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/14/09: The class spec was put into the new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.



Career Service Authority
Work Release Technician

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Coordinates work assignments for inmates assigned to the Denver County Jail Work Release Program.

DISTINGUISHING CHARACTERISTICS

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, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Coordinates the activities and schedules of inmates released for work, school, therapy, and drug treatment.

Conducts interviews with inmates to establish a work schedule, provide rules and regulations to inmates and make a recommendation to address substance abuse issues while in work release program.

Provides employers with the rules and regulations of the Work Release Program and explains what is expected of the inmate while on the work assignment.

Initiates a Conduct Adjustment report when an inmate has failed to comply with the work release rules.

Notifies employers, the court and probation officers if an inmate is terminated from the work release program or an inmate does not meet the criteria for the work release program.

Maintains records of each inmate in the program.

Determines room and board costs for inmates in the program.

Coordinates placement of inmates for Electronic Home Monitoring System.

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:

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.

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

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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.

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

Memory – Recalls information that has been presented previously.

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.

Flexibility – Rearranges a moderate amount of work priorities to accommodate occasional and temporary changes in the office or in project resources or goals.

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

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

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

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

Ability to remain calm and communicate effectively under adverse conditions.

Ability to think and react appropriately under emergency conditions with little or no supervision.

Ability to interact effectively and professionally with the broad range of individuals encountered in the correctional environment.

Ability to observe inmates and deputies and use direction in certain situations.

Knowledge of building safety and security sufficient to be able to respond to a variety of emergency and urgent situations.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe working environment.

Knowledge of CPR and first aid techniques sufficient to be able to perform lifesaving measures and render first aid when needed.

Ability to understand and apply oral, written, illustrated, or demonstrated instructions.

Physical Demands:

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

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.
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.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposure to offensive inmates and/or public.
Contact with inmates and/or public under a wide variety of circumstances.
Subject to varying and unpredictable situations.
Handles emergency or crisis situations.
Exposed to odors in jail facility, inmate or public areas.
Subject to many interruptions.
Subject to long, irregular hours.
Pressure due to multiple calls and inquiries.
Exposed to sufficient noise to cause distraction or possible hearing loss.
Exposed to conditions where there is danger of life, body, and/or health.

Education Requirement:

Graduation from high school or possession of a GED Certificate

Experience Requirement:

Three years of clerical experience that includes one year of experience in a court or criminal justice setting.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum experience requirement except for the one year of experience in a court or criminal justice setting.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Patricia Anderson

REVISED DATE: 06/14/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/14/09: The class spec was put into the new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.