



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: August 5, 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

Correctional Institution Food Manager
Rev. 08/02/09

Victim Advocate
Rev. 08/02/2009

Job Specifications to be Removed

Correctional Institution Food Manager
Est. 09/16/1995

Victim Advocate
Est. 09/16/1995



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Correctional Institution Food Manager

GENERAL STATEMENT OF CLASS DUTIES

Manages high- volume food service operations, including kitchen safety and security for inmate helpers and staff, at Denver County Jail and at the Pre-Arrestment Detention Facility.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the class of Institution Food Steward Supervisor, which supervises work of Institution Food Steward employees in the production and preparation of food in a correctional institution.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

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 knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises two or more first level supervisors.

ESSENTIAL DUTIES

Develops and manages the budget for food service, plans menus for cost, calories and proper nutritional value and allocates funds within budget to accomplish objectives.

Resolves operational problems associated with correctional food service including coordination with other entities, food and supply inventory, menu planning, kitchen safety, special diets, inmate security, unforeseen procedural problems and staff contact with inmates and other affected groups. Acts as chief spokesperson for the Undersheriff for all food service activities.

Directs the development of performance standards for functions managed within guidelines set by top management, including standards for food service set by the American Correctional Association and by Denver Health and Hospitals. Formally evaluates the work of Institution Food Steward Supervisors.

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Changes procedures or approaches to daily problems or incorporates changes into existing guidelines.

Follows through to ensure corrections are made for deficiencies in kitchen cleanliness and food service equipment operation.

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:

Oral Communication - Clearly communicates and explains agency/departmental policies and work assignments to staff, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

Written Communication - Composes, reviews, edits and issues written materials for diverse audiences; communicates purpose in a succinct and organized manner that is appropriate for context, time and place. Written materials are of a routine nature and affect the immediate functional and/or operational area.

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, or staff of other organizations, internal customers, and a limited population of external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's mission. Adapts approaches to different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management - Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for a functional and/or operational area.

Decisiveness - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a functional and/or operational area. Legal, public and financial consequences are generally limited to assigned area(s).

Problem Solving - Uses logic to identify and solve problems for the assigned functional and/or operational area. Considers well-defined choices, where there are a limited number of possible actions and the impact is limited to the assigned functional and/or operational area.

Flexibility - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned functional and/or operational area, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Remains calm under pressure.

Self-Direction - Sets goals and takes initiative in implementing ideas, systems or policies that affect the assigned operational or functional area. Manages time efficiently; encourages feedback; and invests in self-development.

Client Orientation - Applies quality management principles and processes for delivery of high quality products and service(s) within a functional and/or operational area, meets routine demands of internal and external customers of a localized functional and/or operational area, and strives for continuous improvement.

Leadership - Initiates and sustains action to accomplish the goals of a functional and/or operational area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Planning and Evaluating - Establishes program objectives and strategies for a functional and/or operational area within an agency/department; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Program impact is limited to the immediate functional and/or operational area.

Human Resource Management - Works with human resource staff to implement human resource policies for part of an organization to ensure accomplishment of organizational

goals through effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; maintains effective employee relations and complies with government/citywide regulations and policies.

Managing Diverse Workforce - Implements diversity policies for part of an organization; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building - Encourages and facilitates cooperation and open communication; promotes team work at all levels within a functional and/or operational area; cooperates with staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's goals.

Internal Controls/Integrity - Follows guidelines to implement and maintain accounting and administrative controls for the assigned functional and/or operational area within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees and abides by the City's Code of Ethics.

Technical Competence - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Impact is limited to the assigned functional and/or operational area.

Physical Demands:

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

Walking: moving about on foot.

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

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

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.

Working Environment:

Exposed to infections and contagious diseases.

Subject to electrical and radiant energy hazards.

Exposed to hazards from electrical/mechanical/power equipment.

Exposed to housekeeping/cleaning agents/chemicals.

Subject to hazards of flammable, explosive gases.

Subject to varying and unpredictable situations.

Handles emergency or crisis situations.

Exposed to odors in kitchen and/or patient areas.

Subject to many interruptions.

Subject to long irregular hours.

Pressure due to multiple calls and inquiries.

Handles absentee replacement on short notice.

Education Requirement:

Baccalaureate Degree in Hotel and Restaurant Management, Dietetics or a related field.

Experience Requirement:

Three years of supervisory experience in institutional food service management.

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:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 08/02/2009

REVISED BY: Tony Gautier

CLASS HISTORY 8/2009 - Spec placed into current format; competency and distinguishing characteristic statements added.



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Victim Advocate

GENERAL STATEMENT OF CLASS DUTIES

Provides advocacy, peer support and assistance to the victims, witnesses and survivors of violent and non-violent crimes and assists with trial preparation.

DISTINGUISHING CHARACTERISTICS

Positions in this class provide advocacy, peer support and assistance to the victims, witnesses and survivors of violent and non-violent crimes and assist with trial preparation. It is distinguished from the class of Victim Specialist that acts as an agent for the Victim Assistance Unit (VAU) of the Denver Police Department to provide crisis intervention, advocacy, information and referral to victims of and witnesses to crime, and stark misfortune (traumatic, non-crime-related death).

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 administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

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:

None.

ESSENTIAL DUTIES

Contacts crime victims by phone or mail to explain victim rights, provide information and answer questions about the criminal process, provide victim impact statements, review police reports, assess risk factors, and provide safety planning.

Appears at trials and at hearings in an information/mediation role to provide peer support, offer emotional support and procedural review for the victim and witnesses, and liaison with the court and prosecution team.

Assesses victim needs, makes referrals and collaborates with community service organizations.

Coordinates appearance of victim and/or witnesses with courtroom schedule and availability of prosecution team.

Coordinates and schedules meetings with victims and prosecution staff.

Maintains contact with victim/witnesses to keep them updated on case status, and assists victim with such things as translator services, therapy referral, transportation arrangements to and from court, protective orders, emergency funds, and temporary housing/shelter programs.

Ensures services to clients are in compliance with Colorado Victims Rights Act.

Prepares all necessary paperwork for the disposition of court. Prepares trial, arraignment, and sentence statistics for monthly and quarterly reports.

Some positions may explain victim compensation funds restitution options available to victims.

Some positions may train volunteers and interns on courtroom procedures/decorum and advocacy skills needed to work with crime victims.

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, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

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.

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

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 (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Behavioral Boundaries - Recognition of acceptable parameters of behavior.

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

Organizational Awareness - Knows the organization's mission and functions and how it's social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

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

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

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

Knowledge of the criminal justice system and its procedures sufficient to be able to assist and guide victims through the investigation and judicial process.

Skill in comprehending the Colorado Crime Victim and Compensation Act to provide information to victims to ensure completion of claim and loss forms.

Skill in using community resources to make appropriate referrals by evaluating the victims' needs and particular situation.

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.

Lifting: raising or lowering an object from one level to another.

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

Climbing: ascending or descending objects usually with hands/feet.

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.

Working Environment:

Subject to varying and unpredictable situations.
Handles emergency or crisis situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Bachelor's Degree in human services, criminal justice or related field.

Experience Requirement:

Two years of paid or volunteer human services experience providing casework, case management or trauma services to the victims of violent or non-violent crimes

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:

Possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 08/02/2009

REVISED BY: Tony Gautier

CLASS HISTORY 8/2009 - Spec updated into current format; competency and distinguishing characteristic statements added and minimum education requirement changed.