



Office of Human Resources
Human Services Investigator - CL0368
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General Statement of Duties

Performs full performance level investigative work relating to criminal and civil cases.

Distinguishing Characteristics

The Human Services Investigator investigates criminal cases that are generally less complex than those investigated in the Criminal Investigator class.

The Human Services Investigator is also distinguished from the Criminal Investigator class that performs full performance level semi-complex to complex investigations of conventional crimes, as well as crimes filed and prosecuted through any of the Office's specialized units in support of the statutory requirements of the Office of the District Attorney. Participates in all investigative aspects of the prosecution of cases, from pre-filing through final case disposition.

This class is also distinguished from the Administrative Investigator class that performs full performance level investigative work relating to administrative internal affairs cases within the Denver Sheriff Department.

Essential Duties

Locates and interviews victims, witnesses, and suspects for information pertaining to the investigation.

Determines investigative technique, gathers, evaluates, and preserves evidence, analyzes the evidence, and determines the presence or absence of criminal activity.

Prepares investigative reports with recommendations for future management of the case.

Organizes case materials for review with other law enforcement staff, and applicable City agencies subsequent to filing with the court or civil litigation against the city.

Prepares affidavits for arrest warrant, search warrants, and subpoenas, serves parties involved in legal action, and may prepare interrogatories, production requests, and answers in civil litigation.

Delivers testimony in court as an advisory witness.

By position, prepares court exhibits.

By position, assigns work to support staff, trains new staff members, and provides performance feedback.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

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.

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

Writing - Recognizes or 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.

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.

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 information, uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Knowledge & Skills

Skill in investigating and analyzing information relative to the work assignment.

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Bachelor's Degree in Business or Public Administration, Criminal Justice, Corrections, Psychology, Sociology, or a related field.

Experience Requirement

Three (3) years of experience conducting comprehensive investigations of cases.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Makes home visits.
Pressure due to multiple calls and inquiries.
Subject to long irregular hours.
Subject to varying and unpredictable situations.
Potential exposure to unpleasant elements (accidents, injuries, and illness).
Handles emergency or crisis situations.
Subject to may interruptions.
Pressure due to lengthy interviews and interrogations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Carrying: Transporting or moving an object.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon on object so that it moves away from the person.
Standing: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check
Employment Verification Education

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-17
FLSA Code: N
Established Date: 9/21/2018
Established By: GT
Revised Date: 7/23/21
Revised By: GT
Class History:
Revised title.