



Office of Human Resources  
Human Services Hotline Operator - CC2538  
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### General Statement of Duties

Receives all incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed.

### Distinguishing Characteristics

This class receives all incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed. This class is distinguished from a Human Service Aide that performs standard performance level work identifying client needs and providing services. The Human Services Hotline Operator is distinguished from a Program Case Manager that performs case management work with program participant cases in various city agencies.

The Human Services Hotline Operator is distinguished from the Administrative Support Assistant III that performs a variety of full performance level office support work. The Human Services Hotline Operator is distinguished from the 911 Operator that performs telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, other similar emergency services and performs data retrieval work operating computer terminals.

### Essential Duties

Receives all incoming telephone calls involving child abuse and/or neglect, makes quick decisions regarding the child's life and well being (high, moderate, or low risk), determines the immediacy and type of response needed based on an initial risk assessment (contact police for immediate assistance, contact on-call case workers, or distribute for follow up services).

Elicits essential information from caller including the problem, allegation, and complaint, names of involved parties, address, and information pertaining to the laws and regulations of child abuse and neglect in the state of Colorado.

Searches department and statewide databases to compile all necessary information on the alleged victim, family members, all involvement of Human Services, and other required information, enters information into the statewide database, documents all aspects of the initial call and actions taken, and distributes as required.

Receives calls and works directly with law enforcement on domestic violence cases and placement of children.

Receives all calls and information from the Coroner's Office regarding the death of any child in the city, notifies all pertinent parties, conducts database searches, and documents and distributes information to initiate fatality investigations.

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**

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

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

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

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.

**Knowledge & Skills**

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

**Level of Supervision Exercised**

None

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Two (2) years of public contact experience dealing with individual problems and applying policies, procedures, and/or legal guidelines.

**Education & Experience Equivalency**

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

**Licensure & Certification**

None

**Working Environment**

Subject to varying and unpredictable situations.  
Handles emergency or crisis situations  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Requires judgment and action in life threatening situations.

**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.):

Accommodation: Ability to bring objects into focus.

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.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

**Background Check Requirement**

Criminal Check

Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** NE-09

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**