



Office of Human Resources
Community Relations Ombudsman, OIM - FA2138
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General Statement of Duties

Works with public and community groups to improve police/community relations, enhance citizen involvement and accomplish city/community goals for the Office of the Independent Monitor.

Distinguishing Characteristics

This class is exclusive to Denver's Office of the Independent Monitor and is not a Career Service position. This position reports directly to the Monitor and will be responsible for performing professional level staff work representing the mission, goals and objectives of the Independent Police Monitor program to the public and serving as a communications bridge between the Police Monitor program, public safety organizations and community groups. This is an "at will" position that will serve at the pleasure of the Monitor.

Level of Supervision Exercised

May perform leadwork on a job-by-job or rotating basis.

Essential Duties

Takes and resolves citizen complaints and assists in the development and implementation of a citizen-police mediation program.

Furnishes citizens and program participants with program information, service referrals, and technical assistance as needed or requested.

Maintains resource directories, develops community-based service and referral resources, coordinates with similar service organizations in other jurisdictions.

Prepares comprehensive reports.

Represents the City Independent Police Monitor with correspondence, legislation, public appearances, special assignments, at meetings and on committees.

Maintains contact with community resources to identify and suggest needed services, implement special events, initiate action to improve services, and provide necessary skills training.

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.

Competencies

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

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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.

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

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of community resources sufficient to be able to use them appropriately as needed.

Skill in developing and implementing programs and activities for a variety of groups.

Skill in explaining complex regulations, rules and procedures in a manner that is understandable to a wide range of audiences.

Education Requirement

Bachelor's Degree in Communications, Marketing, Human Services, Psychology or related field.

Experience Requirement

Three (3) years of paid or volunteer experience working as a consultant to community groups by developing programs, providing customer service and advocating for community needs.

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.

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

Licensure & Certification

None

Working Environment

Temperature Changes: variations in temperature from hot to cold.

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Working Conditions: Potential exposure to unpleasant elements (accidents, injuries and illness).

Subject to many interruptions.

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.):

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.

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

Hearing: perceiving the nature of sounds by the ear.

Vision: ability to see clearly at 20 inches or less; ability to adjust vision to bring objects into focus; ability to distinguish and identify different colors.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-807

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: GT

Revised By: 7/27/2020

Class History: 7/27/2020 GT – Job Title updated, removed “,”.