

CRISIS HOTLINE PROGRAM AIDE

NATURE OF WORK IN THIS CLASS:

This is clerical and administrative work involved in the crisis hotline programs and activities for the Department of Mental Health & Substance Abuse.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Establishes and implements office procedures.

Sets up and maintains standard office files and records; takes inventories and orders office supplies; processes purchase requisitions, personnel, and other records and forms.

Takes care of various details so that the supervisor may make maximum effective use of time without unnecessary delay or interruption.

Assists in answering crisis hotline telephone calls; greets visitors; answers inquiries regarding unit services and provides general information about the department.

Receives and reviews incoming mail; routes mail to proper persons.

Maintain records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of modern office practices and procedures.

Ability to apply and interpret established laws, rules, and regulations pertinent to crisis hotline program.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to make arithmetic computations.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

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Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

- a. One year of administrative experience including typing and data entry and graduation from high school or a General Equivalency Certificate (GED); or
- b. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: Public Law 21-42:11
AMENDED: June 1994

PAYGRADE: F

HAY EVALUATION:	KNOW-HOW:	C I 1	100
	PROBLEM SOLVING:	C 2 (19%)	19
	ACCOUNTABILITY:	B I C	<u>22</u>
	TOTAL POINTS:		141

This standard revises and supersedes the standard established by PL 21-42:11 and amended in June 1994.

Benita Manglona

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