

# Character Profile: Child Abuse Hotline Operator

## Demographics and Background

- You are the operator who responds to a call of suspected abuse and or neglect from a mandated reporter calling about concerns related to the Anderson family.

## Authority/Responsibilities

YOU MAY ONLY TAKE ACTION UPON RECEIVING A CALL TO THE CHILD ABUSE AND NEGLECT HOTLINE.

You have authority and access to question:

- Mandated reporters (e.g. school personnel)
- Multidisciplinary Team members (e.g. child protection worker, law enforcement)

## Responsibilities:

- Solicit relevant information from the caller based on the guidelines issued for your jurisdiction (see Mandated Report Information form).
- Determine if the concerns reported by the caller are consistent with your jurisdiction's definition of suspected abuse or neglect.

- If the caller's allegations meet the jurisdiction's definition of suspected abuse or neglect, you will contact appropriate member(s) of the jurisdiction's multidisciplinary team.
- If the caller's allegations do not meet the jurisdiction's definition of suspected abuse or neglect, you will inform the caller of that and take no further action.

## Character Development Tips

- School personnel designated to make the mandated report will initiate the simulated call to the Child Abuse and Neglect Hotline to report suspected abuse.
- You will gather relevant information from the mandated reporter(s) and make a decision about what the appropriate next steps are.