



Code: 3812
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Service

CLASS TITLE: DIRECTOR OF HUMAN SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, manages and directs programs that provide social services such as homelessness assistance, youth delinquency prevention, family and community services, domestic violence interventions, and emergency interventions, and performs related duties as required

ESSENTIAL DUTIES

- Assigns and directs Assistant Directors in the management of human service programs
- Directs the development and implementation of the division's development plan and manages the preparation of periodic status reports
- Directs the preparation and administration of the division's budget and implements fiscal and budgetary controls to ensure the appropriate allocation and expenditure of funds
- Develops and implements work policies and procedures to improve operations and ensure the maximum utilization of resources
- Monitors the quality and effectiveness of division operations as well as services and programs provided by delegate agencies
- Supervises the preparation and use of charts and documents to report on the status and progress of assistance programs
- Attends executive-level meetings to report on the status of social services programs
- Attends meetings and conferences with outside agencies and the general public to provide information on departmental programs
- Responds to questions and comments from the media and the general public
- Monitors the implementation of program operations
- Manages the activities and staffing of field teams to ensure the proper coordination and timely delivery of services
- Supervises and reviews the preparation of case reports prepared by field staff

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Social Sciences, Public Administration, Business Administration, or a directly related field, plus four years of supervisory experience in the delivery of community or social service programs; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment (including the ability to conduct site visits)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *management and supervisory methods and procedures
- *particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, homeless, disabled persons, domestic violence victims)
- *budget preparation, management methods and procedures
- *applicable federal, state, and local laws, regulations, and guidelines

Moderate knowledge of:

- *legislative issues and trends impacting targeted populations
- *applicable computer software packages and applications
- *social services programs and resources

Some knowledge of:

- *contract administration methods and procedures
- *funding sources, grant preparation and administration methods and procedures
- *record keeping methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Assistant Director of Human Services class

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING – Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do
- *MANAGEMENT OF FINANCIAL RESOURCES – Determine how money will be spent to get the work done and account for these expenditures

- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Assistant Director of Human Services class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Assistant Director of Human Services class

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- CONCERN FOR OTHERS – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Assistant Director of Human Services class

CLASS TITLE: DIRECTOR OF HUMAN SERVICES

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
August, 2015