



**Code: 3039**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE: ASSISTANT SPECIALIST IN DISABILITY**

### **CHARACTERISTICS OF THE CLASS**

Under immediate supervision, the class provides information and social services assistance to people with disabilities, and performs related duties as required

### **ESSENTIAL DUTIES**

- Interviews persons with disabilities to identify needed services and uses a personal computer to enter information required to complete client intake forms
- Responds to inquiries and provides information to clients about available programs and services
- Makes referrals to delegate agencies or social service organizations to ensure clients receive needed services
- Acts as an advocate for clients, working on their behalf to secure needed services and benefits
- Assists clients in completing applications for available services and benefits
- Uses software applications in order to update and maintain records of clients served
- Assists in conducting programmatic reviews of delegate agencies to assess the quality of services being provided and to ensure compliance with contract requirements
- Prepares work activity reports
- Attends community meetings and city sponsored events to distribute information about departmental programs and services, as required
- Assists in maintaining and updating resource directories of organizations responsible for providing services to disabled persons, as required
- Provides short term counseling to clients in need of assistance to maintain their independent living status, as required

**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 Sociology, Psychology or a directly related field, or an equivalent combination of education, training and experience

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

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

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Some knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- the particular needs, issues and concerns of the disabled
- applicable computer software packages and applications

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

**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, take 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
- \*SERVICE ORIENTATION - Actively look for ways to help people

**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
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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.

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