



Code: 3825
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Service

CLASS TITLE: COMMUNITY INTERVENTION SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, the class works primarily in the field as part of the Homeless Outreach and Prevention (HOP) team canvassing communities providing crisis intervention and social services support to the unsheltered population, and performs related duties as required

ESSENTIAL DUTIES

- Travels by vehicle or on foot to encampment sites and locations throughout Chicago where the unsheltered population resides and proactively initiates non-judgmental conversations to create and maintain relationships and provide a consistent presence
- Engages individuals in need of services and consistently works to meet those needs, particularly with those who may not independently seek services
- Provide crisis counseling to vulnerable populations (homeless or at risk of homelessness)
- Conducts needs assessments (e.g., intakes, coordinated entry system assessments, housing assessment and vulnerability index), obtains pertinent information and establishes short and long-term case management goals for clients
- Stays abreast of eligibility requirements and guidelines for other social service programs and community partners
- Assists individuals in applying for federal and state benefits (e.g., Medicaid, food security applications, and Social Security disability)
- Updates case management system with client information by using designated systems (i.e., HMIS and ECM)
- Refers and advocates for clients to delegate agencies, shelters and other social service providers for continued and ongoing social service needs (e.g., housing, medical, mental health services)
- Conducts follow up to ensure clients receive appropriate needed assistance
- Assists in the placement of individuals affected by emergency housing situations (e.g., fires, vacates, evictions, etc.) by developing relocation plans and/or arranging shelter or nursing home placement and transportation
- Develops and maintains strong working relationships with staff at key City departments, health care professionals, homeless/housing service providers, and the community at large to provide intervention and services to high-risk clients who are homeless and in need of services
- Coordinates and participates in the cleaning of encampment sites (e.g., proper disposal of food and garbage, and the appropriate handling of unsheltered populations personal items)
- Accompanies and transports clients to appointments
- Provides assistance when emergency shelters or other temporary shelters are activated in a crisis
- Participates in annual homeless count
- Collaborates with outreach partners to connect client to services

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 the Social Sciences or a directly related field, plus two years of community or social service work experience involving the unsheltered population; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- May be required to work various hours, as required

WORKING CONDITIONS

- Exposure to outdoor weather conditions
- Exposure to hazardous conditions (e.g., navigating under bridges and on railroad tracks)
- Exposure to fumes or dust, oily or wet environment
- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, lap-top, hand-held computer and knowledge of email functionality)
- Two-way radios

PHYSICAL REQUIREMENTS

- Ability to climb staircases
- Ability to walk and stand for extended or continuous periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *applicable social services programs and resources
- *case management methods and procedures
- *particular needs, issues and concerns of specific communities or groups (e.g., unsheltered community)
- *applicable federal, state and local laws, regulations and guidelines

Some knowledge of:

- applicable computer software packages and applications
- geographic locations in the City
- coordinated entry skilled assessments (e.g., HMIS, ECM)

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, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

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
February, 2019