

Code: 3861
Health and Welfare Service
Medical and Social Service Group
Human Service Series

CLASS TITLE: Supervising Human Service Specialist

CHARACTERISTICS OF THE CLASS: Under general supervision, the class provides guidance and supervision to staff engaged in providing counseling and case management services to individuals and families in crisis or in need of comprehensive social or other support services; and performs related duties as required.

ESSENTIAL DUTIES: Prioritizes and assigns cases to staff; reviews service plans prepared by staff, ensuring a comprehensive assessment of client's social service needs has been conducted and the means for addressing them have been identified; provides guidance and assistance to staff working with clients who have complex, unique or immediate social service needs and monitors their progress in meeting those needs; works with other social service agencies to coordinate the provision of services to clients in need of crisis counseling or emergency intervention; oversees programs designed to provide assistance to target client populations such as the chronically homeless; identifies staff training needs and conducts and coordinates training seminars and workshops; analyzes work practices and procedures and implements changes to increase staff effectiveness and improve the quality of services provided to clients; maintains a caseload of clients having more complex or varied problems; develops and maintains a resource and referral network of service providers; prepares reports on program accomplishments.

RELATED DUTIES: Conducts field assessments to monitor staff or assist on special assignments; issues vehicles and supplies to staff.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a related field, supplemented by three years of progressively responsible community or social service experience, or an equivalent combination of training and experience. A valid State of Illinois driver's license is required.

Knowledge, Abilities and Skill. Good knowledge of social service theories and practices. Good knowledge of counseling and crisis intervention techniques. Good knowledge of social service agencies available for emergency situations. Good knowledge of available community resources and referral services.

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CLASS TITLE: Supervising Human Service Specialist (Cont'd)

Ability to supervise social service staff. Ability to work in crisis

situations. Ability to assess the effectiveness of service plans prepared by staff. Ability to train staff. Ability to establish linkages to and coordinate client services with various social service agencies. Ability to access multi-level facilities. Ability to operate a motor vehicle.

Good skill in the application of social service theories and practices. Good supervisory skills. Good counseling and human relations skills. Good oral and written communication skills.

Working Conditions. Inside: General office environment. Outside: Unavoidable exposure to unfavorable atmospheric conditions or extreme temperatures.

Equipment. Standard office equipment.

Note: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular position within the class.

July, 2002
City of Chicago
Department of Personnel