



**Code: 3016**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Relations

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## **CLASS TITLE: DIRECTOR OF INTERGROUP RELATIONS AND OUTREACH**

### **CHARACTERISTICS OF THE CLASS**

Under direction, manages and directs the development of programs and outreach activities to promote intergroup harmony and cross cultural understanding and discourage ethnic and social conflicts within communities, and performs related duties as required

### **ESSENTIAL DUTIES**

- Coordinates the planning and implementation of human relations programs and outreach activities designed to promote positive race and intergroup relations in communities
- Supervises staff responsible for mediating and resolving intergroup conflicts and tensions between racial, ethnic, religious, and other social groups
- Oversees staff providing support and assistance to victims of hate crimes and organizing community-based responses against bias or hate crimes
- Works with staff in mediating complex cases involving community tensions between social groups
- Establishes operating procedures for use by staff in mediating intergroup conflicts and preparing related case reports
- Develops work standards and objectives and conducts performance evaluations of staff
- Directs the development of educational materials for use in outreach activities, education workshops, and forums
- Works with task forces and community organizations to identify issues and potential areas of racial and ethnic conflicts and tensions
- Participates in the preparation of the unit's operating budget
- Represents the Commission on Human Relations at community meetings and speaks on issues relating to intergroup relations
- Oversees and develops marketing of materials to advocate and promote Commission of Human Relations services
- Reviews staff reports of work activities and prepares administrative reports on the unit's accomplishments for management review

**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 five years of community or social service experience of which two years are in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training and experience provided that the minimum degree requirement is met

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, etc.)
- 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**

Considerable knowledge of:

- \*management and supervisory methods, practices, and procedures
- \*principles of human behavior and socialization
- \*mediation and conflict resolution methods, practices, and procedures
- \*specialty program planning, development, coordination, and evaluation

Some knowledge of:

- geographical locations in the City
- applicable federal, state, local laws, statutes, regulations, and guidelines
- \*applicable computer software packages and applications
- community development and direct action organizing
- particular needs, issues, and concerns of specific communities or groups (e.g., racial, ethnic, religious)
- social, developmental, cultural, economic, and legislative issues and trends impacting targeted populations

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
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action

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- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*TIME MANAGEMENT - Manage one's own time and the time of others
- \*NEGOTIATION - Bring others together and trying to reconcile differences
- \*PERSUASION - Persuade others to change their minds or behavior
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

**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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
- IDENTIFY PATTERNS - Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- 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)

**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
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior

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- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
  - INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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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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City of Chicago  
Department of Human Resources  
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