



Code: 3020
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: SPECIALIST IN AGING III

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises staff in the planning, implementation, and evaluation of programs and services for senior citizens, and performs related duties as required

ESSENTIAL DUTIES

- Supervises staff engaged in conducting site visits and performing program and fiscal audits of delegate agencies to evaluate client services and to ensure compliance with contract requirements for programs (e.g., nutrition, transportation, meals on wheels, legal assistance, case management services)
- Establishes work standards and procedures for use by staff in the evaluation and auditing of program services
- Assesses the needs of senior citizens and develops plans and programs to address and resolve those needs
- Implements and administers programs providing services to senior citizens (e.g., nutrition, volunteer, and benefits programs)
- Manages the department's central information and assistance section, overseeing staff engaged in providing intake, information, and referral assistance to clients
- Prepares program budgets and monitors expenditures
- Supervises staff administering life enrichment programs and services at a regional senior citizens center
- Participates in preparing requests for proposals and reviewing funding proposals from responding agencies
- Makes recommendations regarding the awarding of contracts to delegate agencies
- Provides training to subordinate staff
- Prepares management reports on program activities
- Prepares grant applications and operating budgets to obtain funding for programs and services
- Coordinates and conducts presentations to community groups and professional associations on topics related to senior citizens (e.g., available benefits and services, elder abuse, hospital discharge planning, weather emergencies)
- Attends meetings with representatives from other City departments and partner agencies (e.g., Chicago Police Department, Chicago Fire Department, funding agencies) to plan and coordinate 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 Master's degree in Gerontology, Psychology, Public Health, Social Services, or a related field, plus two years of work experience in the planning, implementation, and administration of social service programs; or a

Bachelor's degree in the above listed fields and three years work experience in the planning, implementation, and administration of social service programs

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Medical facilities environment (e.g., senior citizens center)

EQUIPMENT

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

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- social work principles, practices, and procedures
- social services programs and resources
- *case management methods and procedures
- *particular needs, issues, and concerns of the elderly

Considerable knowledge of:

- contract administration methods and procedures
- *specialty program planning, development, coordination, and evaluation
- *social, cultural, economic, and legislative issues and trends impacting the elderly

Moderate knowledge of:

- management and supervisory methods and procedures
- budget preparation and financial management methods and procedures
- funding sources and grant preparation and administration methods and procedures

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

Other knowledge as required for successful performance in the Specialist in Aging II class

Skills

- *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
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- SERVICE ORIENTATION - Actively look for ways to help people

Other skills as required for successful performance in the Specialist in Aging II 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

Other abilities as required for successful performance in the Specialist in Aging II class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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

Other characteristics as required for successful performance in the Specialist in Aging II class

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
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