



Code: 3095
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: HUMAN RELATIONS SPECIALIST I

CHARACTERISTICS OF THE CLASS

Under general supervision, the class performs at the entry level, participating in the establishment of intergroup relations and resolving community tensions, and performs related duties as required

ESSENTIAL DUTIES

- Establishes and maintains working relationships with community residents and organizations (e.g., schools, faith-based institutions, business establishments) to identify intergroup problems
- Develops surveys and analyzes responses in order to assess the need for intervention
- Serves as liaison between disputing groups to address issues and concerns causing conflicts
- Disseminates literature pertinent to anti-discrimination and cultural diversity and participates in developing a resource network for victims of hate crimes
- Provides information to the general public concerning the City's human rights ordinance and laws pertaining to hate crimes, fair housing, and related conflicts
- Assists in facilitating workshops and community forums addressing intergroup conflict, discrimination, and cultural diversity
- Participates in organizing activities with City departments and external agencies to increase diversity awareness
- Updates and maintains work activities and generates statistical and narrative reports

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, Liberal Arts, Education, or a directly related field, plus one (1) year of work experience in community or social service; 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, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Moderate knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- *case management methods and procedures
- *mediation and conflict resolution methods, practices, and procedures

Some knowledge of:

- applicable research and analytical practices and procedures
- record keeping methods, practices, and procedures
- applicable computer software packages and applications

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

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
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MEDIATION – Apply mediation and conflict resolution methods and practices to help parties arrive at agreement, settle disputes and reconcile differences
- 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

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
July, 2018