



**Code: 3814**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Service

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## **CLASS TITLE: ASSISTANT DIRECTOR OF HUMAN SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, assists in the management and direction of programs that provide social services such as homelessness assistance, youth delinquency prevention, family and community services, domestic violence intervention, and emergency intervention, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assists the Director of Human Services in managing program operations to ensure the efficient delivery of social services to clients
- Conducts program evaluation, program design, and policy development and offers funding recommendations
- Reviews and revises operating procedures to improve the efficiency of program operations
- Assists in the development and management of human service programs and projects
- Directs program managers and monitors work activity reports to ensure that planned program objectives are met
- Works with other City departments and private organizations to coordinate the delivery of available social services to clients
- Coordinates staff development programs to improve the skills of subordinate staff
- Prepares monthly program activity reports and related work reports for management review
- Works to ensure programs are in compliance with local, State and Federal regulations and requirements
- Monitors the implementation of program operations
- Oversees work activities of field personnel to ensure emergency or crisis situations are handled effectively
- Reviews case records prepared by field staff and prepares activity reports
- Represents the Department at community meetings as directed

**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 Social Services, Public Administration, Business Administration 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

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment (including the ability to conduct site visits)

**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)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Comprehensive knowledge of:

- \*applicable federal, state, and local laws, regulations, and guidelines
- \*budget preparation, management methods and procedures

Moderate knowledge of:

- \*management and supervisory methods and procedures
- \*particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, homeless, disabled persons, domestic violence victims)
- \*social services programs and resources

Some knowledge of:

- \*applicable computer software packages and applications
- funding sources, grant preparation and administration methods and procedures

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
- \*SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do
- MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences

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- 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
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- 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
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- 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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