



Code: 3817

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Service

CLASS TITLE: DISTRICT MANAGER - HUMAN SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, functions at the managerial level directing the programs and services at a Department of Family and Support Services community service center, and performs related duties as required

ESSENTIAL DUTIES

- Directs supervisory staff responsible for the administration of the center's programs and services (e.g., direct and referral services, crisis intervention, case management)
- Assigns work and reviews staff performance
- Evaluates the quality and effectiveness of the center's programs and services and implements modifications to improve efficiencies
- Assists in the development and oversees the implementation of departmental policies and procedures relative to the administration of programs and services
- Assesses staff training needs and develops and implements training programs to improve skills
- Plans and coordinates special and seasonal programs and oversees their administration
- Provides guidance to staff in resolving difficult client cases
- Develops networks with community groups, social service agencies, and other City departments to coordinate services, ensuring maximum utilization of resources
- Attends community meetings to increase public awareness of the center's programs and services
- Directs facilities management functions (e.g., warming/cooling operations during extreme weather, Citywide emergencies)
- Directs the preparation of programmatic and statistical reports
- Responds to inquiries and complaints regarding the center's programs and 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 Bachelor's degree in Social Sciences, 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

- A valid State of Illinois driver's license is required

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, modems)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Advanced knowledge of:

- *social services programs and resources
- case management methods and procedures (e.g., individual and situational assessment)

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures
- *principles of human behavior and socialization
- record keeping methods, practices, and procedures
- *particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, disabled persons, domestic violence victims)
- social, developmental, cultural, economic, and legislative issues and trends impacting targeted populations

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

Other knowledge as required for successful performance in the Assistant District Manager - Human Services class

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
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *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
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Assistant District Manager - Human Services 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
- 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 abilities as required for successful performance in the Assistant District Manager - Human Services class

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
- 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

Other characteristics as required for successful performance in the Assistant District Manager - Human Services class

CLASS TITLE: DISTRICT MANAGER - HUMAN SERVICES

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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