

Code: 3826
Health and Welfare Service
Medical and Social Service Group
Human Service Series

CLASS TITLE: **Human Service Specialist II**

CHARACTERISTICS OF THE CLASS: Under supervision, the class functions at the fully functional professional level, providing counseling and social services assistance to individuals and families in crisis or in need of social or other support services; and performs related duties as required.

ESSENTIAL DUTIES: Counsels clients with complex needs that require assistance from multiple social service agencies; conducts short and long term case management to address immediate needs, identify recurring issues and resolve problems; conducts in-depth evaluations to assess clients' presenting problems and social service needs; develops individual and family-oriented service plans detailing actions to assist clients in addressing identified problems and obtaining social service assistance; provides crisis intervention and counseling services to clients in need of emergency services; determines clients' social service assistance eligibility; advocates on clients' behalf with various social service agencies; provides referrals, coordinates efforts with other social service agencies and conducts follow up to ensure clients receive appropriate and needed assistance; monitors progress of clients in meeting service plan goals and obtaining social services; maintains client files and prepares case management reports.

RELATED DUTIES: May drive a vehicle to field locations to provide emergency, crisis or client follow up services; assists in training entry level staff.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a related field, supplemented by two years of progressively responsible community or social service experience, or an equivalent combination of training and experience. A valid State of Illinois driver's license is required.

Knowledge, Abilities and Skill. Good knowledge of social service theories and practices. Good knowledge of counseling and crisis intervention techniques. Good knowledge of community resources and social service agencies.

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CLASS TITLE: **Human Service Specialist II (Cont'd)**

Ability to work with individuals who are homeless, have substance abuse issues, are in an abusive environment or are in other dire circumstances. Ability to assist lower level staff. Ability to access multi-level facilities. Ability to operate a motor vehicle.

Good skill in the application of social service theories and principles. Skill in working with clients who have multiple, complex and continuing social service needs. Skill in advocating on behalf of persons in need of social service, economic or emergency assistance. Good counseling and human relations skills. Good oral and written communication skills.

Working Conditions. Inside: General office environment. Outside: Unavoidable exposure to unfavorable atmospheric conditions or extreme temperatures.

Equipment. Standard office equipment including personal computers.

Note: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

July, 2002
City of Chicago
Department of Personnel