

Code: 3827
Health and Welfare Service
Medical and Social Service Group
Human Service Series

CLASS TITLE: **Human Service Specialist I**

CHARACTERISTICS OF THE CLASS: Under immediate supervision, the class functions at the entry 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 on a short and long term basis to address immediate needs and resolve problems; works with senior staff in conducting in-depth evaluations to assess clients' presenting problems and social service needs; develops service plans detailing actions to assist clients in addressing identified problems and obtaining social services; provides crisis intervention and counseling services to clients in need of emergency services; determines eligibility and assists clients in obtaining social and economic assistance; provides referrals and coordinates efforts with other social service agencies to ensure clients receive needed services; advocates on clients' behalf with various social service agencies; 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.

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 one year of 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. Knowledge of social service theories and practices. Knowledge of counseling and crisis intervention techniques. Knowledge of community resources and social service agencies.

Ability to assess client needs and develop short and long term service plans to meet those needs. Ability to work with clients who are chronically homeless, have substance abuse issues, are in an abusive environment or are in other dire circumstances. Ability to access multi-level facilities. Ability to operate a motor vehicle.

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

Skill in the application of social service theories and principles. Good human relations skills. Good counseling 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