



**Code: 3023**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE: COMMUNITY LIVING SPECIALIST**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, this class functions as generalists participating in planning, coordinating and evaluating various Family and Support Service programs, and performs related duties as required

### **ESSENTIAL DUTIES**

- Administers various social services and support programs for older adults, those in a state of self-neglect, victims of elder abuse and adults with disabilities (e.g., Foster Grandparent, Title V, Senior Companion, Domestic Violence Court Advocate, Caregiving Counseling and Chore Services)
- Conducts site visits and performs program and fiscal audits of delegate agencies to evaluate client services and to ensure compliance with contract requirements
- Prepares and oversees the implementation of corrective action plans which resulted from non-compliance with delegate agency agreement provisions
- Conducts training programs for delegate agencies on program reporting and compliance requirements
- Counsels older adults in the completion of forms and court processes and proceedings involved with filing orders of protection in Domestic Violence Court and accompanies clients to Court and advocates on their behalf
- Develops and implements life enrichment programs to meet the needs of older adults including educational, social and recreational activities at a regional senior center
- Oversees the operations of an information and referral unit, supervising staff providing intake, information and referral assistance to older adults, adults living with a disability, their families, and caregivers
- Functions as a case manager ensuring client needs are met by monitoring case plans, providing technical guidance, providing training and information to delegate agencies and clients, caregivers, physicians and others
- Counsels older adults and adults with disabilities on available social and supportive services and provides appropriate referrals
- Meets with community resource organizations to increase knowledge of services and allow for positive transfer of clients to local service providers
- Gathers and analyzes data, prepares reports (e.g., statistical, program monitoring activities and findings, compliance etc.)
- Develops programmatic budgets, tracks expenditures, and approves invoices
- Acts as an advocate for clients working on their behalf to secure needed services and benefits
- Provides guidance and direction to subordinate and lower level staff
- Serves on special committees related to areas of concern for aging, disability, housing, elder abuse or neglect/Adult Protective Services
- Enhances and maintains agency resource information that serve older adults and adults with disabilities

- Attends trainings to enhance knowledge of resources and services, and Information and Referral competencies
- Acts as a liaison with other City departments and agencies (e.g., Department of Buildings, Chicago Police Department, Fire Department, Cook County Sheriff's Office, Cook County State's Attorney)
- Assists in the preparation of grant applications, requests for proposals and recommends the most qualified bidder for the awarding of contracts
- Operates a Telecommunications device for the deaf (TDD) and telephone equipment to receive and transfer incoming calls and to process hearing impaired calls
- Accesses a language bank to obtain translator services to communicate with non-English speaking clients
- Responds to client inquiries, complaints and concerns in the absence of the Regional Director, as required

**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 Master's degree or higher in Gerontology, Psychology, Social Services, Public Health or a directly related field, plus one year of work experience in the planning, implementation, and administration of social service programs; or a Bachelor's degree in the above listed fields and two years of work experience in the planning, implementation, and administration of social service programs

### 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 computers)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Moderate knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- \*social services programs and resources
- \*case management methods and procedures

- \*particular needs, issues, and concerns of the elderly, abused, neglected and victim of domestic violence
- \*resources and services provided by community social service agencies

Some knowledge of:

- contract and program review procedures
- \*specialty program planning, development, coordination, and evaluation
- \*social, cultural, economic, and legislative issues and trends

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

### **Skills**

- \*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
- \*ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- \*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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*SERVICE ORIENTATION - Actively look for ways to help people

### **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.