



Code: 3025

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE: ASSISTANT COMMUNITY LIVING SPECIALIST

CHARACTERISTICS OF THE CLASS

Under immediate supervision, the class provides information and social service assistance to older adults and people with disabilities working at various Department of Family and Support Service locations, and performs related duties as required

ESSENTIAL DUTIES

- Provides short-term options counseling, information, referral and assistance to adults with disabilities, older adults and their families regarding available social service resources and services (e.g., homemaker services, adult day care services, respite services, medical transportation, housing and legal services, home delivered meals, etc.)
- Receives and responds to inquiries from a variety of sources (e.g., email, walk-in, phone, mail)
- Meets with and interviews older adults and adults with disabilities to assess and identify needed services and to gather information required to complete client intake forms
- Makes determination about program and benefit eligibility and provides information to clients about available programs and services
- Assists clients in completing applications for available services and benefits (e.g., RTA reduced fare passes, homemaker services)
- Conducts individual health insurance counseling sessions for older adults
- Provides excellent customer service to clients and ensures customer service goals are met and maintained
- Makes referrals to appropriate social service agencies to ensure clients receive needed services
- Follows up with clients, family members and service providers to ensure client concerns have been addressed
- Acts as an advocate for clients by working on their behalf to secure needed services and benefits
- Ensures adequate staffing levels of Hospitality Workers and Trainees for the Golden Diners Program and makes site visits to monitor program activities
- Conducts site visits to monitor program services such as nutrition, transportation, meals on wheels and legal assistance provided by delegate agencies to ensure compliance with program guidelines
- Maintains confidentiality of client information as required by state, federal and local laws and regulations and professional practice standards
- Contacts agencies to obtain information about programs and services and to identify resources for clients
- Maintains a resource directory of individuals and organizations that provide services to older adults and individuals with disabilities
- Gathers and compiles information on daily work activities and prepares statistical reports on call volume, program activities and related work operations
- 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
- Attends community meetings, churches and city sponsored events to distribute information, conduct presentations and relay information about departmental programs and services, 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 Bachelor's degree in Gerontology, Psychology, Social Sciences, Public Health, or a directly related field, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois Driver's License
- Some positions may require AIRS (Alliance of Information and Referral Systems) and SHIP (Senior Health Insurance Program) Certification within one year of employment

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, printer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- the particular needs, issues and concerns of older adults and adults with disabilities
- government funded programs and services
- social service agencies and other resources providing assistance to older adults and adults with disabilities
- eligibility requirements for social service programs
- record keeping and report preparation methods
- applicable computer software packages and applications

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, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *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
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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.

City of Chicago
Department of Human Resources
October, 2016