



**Code: 3011**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

---

## **CLASS TITLE: SUPERVISOR OF FAMILY SUPPORT PROGRAMS**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, functions as a mid-level manager responsible for overseeing supervisory staff, program coordinators and/or other professional-level program staff responsible for the planning, implementation and evaluation of various social service programs within the Department of Family and Support Services, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assigns, supervises and reviews the work of staff engaged in the administration, oversight and program management of various social service programs (e.g., One Summer Chicago, Case Coordination, Case Advocacy and Support, etc.)
- Analyzes data on programming to assess impact and suggest strategies to improve implementation
- Develops Request for Proposals (RFPs), evaluates proposal submissions and participates in the selection of delegate agencies
- Ensures program service quality and effectiveness by identifying problem areas, measuring accomplishments against objectives, and implementing follow-up actions to maintain and enhance operational effectiveness
- Reviews activity reports and confers with staff to assess the quality of services provided
- Supervises staff engaged in monitoring the work of delegate agencies that are responsible for the delivery of social service programs and services to ensure compliance with departmental, state and federal requirements
- Evaluates the impact of programs and services when laws, rules and policies are updated or issued by federal and state agencies
- Oversees and participates in the development of grant applications to obtain funding for programs and services
- Keeps abreast of best practices, benchmark, and innovative programs and services to identify trends in programmatic and service areas
- Prepares various management reports including programmatic and performance based
- Prepares and oversees the administration of program budgets
- Participates in meetings, planning groups, and work groups to discuss development of program policies, programs and services
- Responds to a variety of inquiries and concerns from the community, outside agencies and senior management
- Establishes and maintains partnerships with City departments, not-for-profit organizations and private agencies to coordinate the delivery of service to clients
- Directs the selection, evaluation and discipline of staff
- Conducts, coordinates and participates in the training and development of assigned staff

**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 the Social Sciences, Human Services, Gerontology, Psychology, Public Health, or a directly related field PLUS, four (4) years of experience in the planning and administration of a social or community service program, of which one (1) year is in a management/supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's Degree or higher in the Social Sciences, Human Services, Gerontology, Psychology, Public Health, or a directly related field PLUS, three (3) years of experience in the planning and administration of a social or community service program, of which one (1) year is in a management/supervisory role related to the responsibilities of the position

**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 computer, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Advanced knowledge of:

- \*principles and practices of program planning, development and implementation
- \*applicable federal, state, local laws, statutes, regulations and guidelines
- \*social service administration principles, policies, practices, and techniques

Considerable knowledge of:

- \*management of a community or social service program
- \*specialty program planning, development, coordination and evaluation
- \*applicable computer software packages and applications
- \*data analysis and report preparation
- \*funding sources and grant preparation and administration methods and procedures

Moderate knowledge of:

- \*supervisory methods, practices and procedures
- \*budget preparation and management

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

**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
- \*MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- \*JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*SYSTEM ANALYSIS – Determine how a system should work and how changes in conditions, operations and the environment will affect outcomes
- \*SYSTEM EVALUATION – Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

**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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
  - 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
  - ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems
-

**CLASS TITLE: SUPERVISOR OF FAMILY SUPPORT PROGRAMS**

---

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  
September, 2013; May, 2025