



**Code: 3018**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions as a senior level manager, managing staff and directing the functions and operations of a major division or program within the Department of Family and Support Services, and performs related duties as required

### **ESSENTIAL DUTIES**

- Directs the work operations and administrative functions of a major social service division, overseeing strategic plan development and program design to ensure the division's established objectives in meeting the needs of the community are met
- Provides oversight in the development and implementation of policies, procedures and quality work standards for the effective administration of programs and services
- Oversees managerial staff responsible for supervising staff engaged in executing work plans, performing work operations and providing services to clients
- Directs the preparation and administration of the division's budget and implements fiscal and budgetary controls to ensure monies are fully optimized and leveraged
- Identifies and implements strategies to promote awareness of division programs and services (e.g., outreach campaigns, coordination with stakeholders, etc.)
- Evaluates the ongoing effectiveness of programs and services ensuring alignment with departmental, local and federal requirements as well as community needs
- Directs the monitoring, compliance and evaluation of delegate agencies responsible for the delivery of social service programs and services
- Analyzes legislative proposals for impact on division operations and prepares recommendations identifying program impact
- Creates linkages and collaborative partnerships with stakeholders (e.g., sister agencies, community groups, private sector companies, etc) to promote program continuity and the development of quality services and programs
- Keeps abreast of best practices, benchmark, and innovative programs and services to identify trends in programmatic and service areas and implements changes to policies and procedures and performance and service standards as appropriate
- Represents the department in meetings, planning groups, and work groups to discuss development of program policies, programs and services
- Prepares various comprehensive management reports including programmatic, budgetary and performance based
- Participates in the hiring and performance evaluation process for subordinate staff and makes recommendations for disciplinary action, 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 or higher in the Social Sciences, Human Services, Business Administration, Public Administration, or a directly related field plus five (5) years of experience in the planning and administration of a social or community service program, of which three (3) years are 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 public service program
- \*applicable computer software packages and applications
- \*data analysis and report preparation
- \*supervisory methods, practices and procedures

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

Other knowledge as required for successful performance in the Supervisor of Family Support Programs

### **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

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- \*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
- \*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

Other skills as required for successful performance in the Supervisor of Family Support Programs

**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 abilities as required for successful performance in the Supervisor of Family Support Programs

**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

Other characteristics as required for successful performance in the Supervisor of Family Support Programs

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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.

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\* May be required at entry.

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City of Chicago  
Department of Human Resources  
March, 2012; April, 2025