



Code: 3033

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE: ASSISTANT REGIONAL DIRECTOR - AGING

CHARACTERISTICS OF THE CLASS

Under direction, assists in managing the programs and services at a Department of Family and Support Services regional or satellite senior center, and performs related duties as required

ESSENTIAL DUTIES

- Implements and oversees the delivery of services at a regional or satellite center including nutrition, life enrichment, wellness, and information and referral assistance
- Participates in evaluating the quality and effectiveness of center programs and services, implementing modifications where appropriate, to ensure efficient and effective service delivery to program participants
- Assists in developing and administering a center's operating budget including approving expenditures for services, programs, special events, equipment, and supplies
- Works to coordinate systemic health and life enrichment programming and services throughout the regional and satellite centers
- Participates in the recruitment of volunteers to assist seniors at the center
- Assigns work and trains staff and volunteers on center policies, procedures, and protocols
- Coordinates with external service providers to ensure that a variety of activities and information resources are available to seniors
- Counsels senior citizens on available social and supportive services and provides appropriate referrals
- Coordinates and implements the planning of special events and recreational activities for seniors
- Prepares reports on center activities, programs, and services
- Responds to inquiries and complaints regarding center programs and services
- Oversees the maintenance and safety of center facilities and equipment
- Attends community meetings and performs community outreach to increase public awareness of available programs and services for seniors and their caregivers, 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, Public Health, Social Services, or a directly related field, PLUS two (2) years of work experience in the planning, implementation, and administration of social service programs, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Gerontology, Psychology, Public Health, Social Services or a directly related field, PLUS one (1) year of work experience in the planning, implementation, and administration of social service programs

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Facilities environment (e.g., senior citizens center)

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)

PHYSICAL REQUIREMENTS

- Ability to lift small boxes, move chairs and tables at center locations

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

Moderate knowledge of:

- *social services programs and resources
- case management methods and procedures
- *specialty program planning, development, coordination, and evaluation
- *particular needs, issues, and concerns of seniors
- *social, developmental, cultural, economic, and legislative issues and trends impacting senior citizens

Some knowledge of:

- supervisory methods and procedures
- *principles of human behavior and socialization
- budget preparation and management methods and procedures

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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *SERVICE ORIENTATION - Actively look for ways to help people

- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

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, 2017; April, 2025