



Code: 3072

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE: DISABILITY SPECIALIST III

CHARACTERISTICS OF THE CLASS

Under general supervision, the class supervises staff responsible for providing information, social service assistance or advocacy services for people with disabilities, and performs related duties as required

ESSENTIAL DUTIES

- Develops and implements work standards and operating procedures to ensure the provision of quality services to clients
- Oversees staff engaged in assessing clients' needs to provide and maintain independent living status and securing requested benefits and services
- Supervises staff responsible for referring clients to delegate agencies and monitors delivery of services to ensure established goals and objectives are met
- Reviews payment vouchers submitted by delegate agencies for accuracy and allowable costs
- Advocates and supervises staff who advocate on behalf of clients with business establishments and social service agencies
- Supervises staff engaged in the counseling of clients on employment opportunities and enrolling them in skills development and job training programs
- Coordinates and monitors the work of staff responsible for auditing delegate agency programs and conducting on-site accessibility surveys of public and private buildings
- Oversees the maintenance and updating of resource directories and client records
- Compiles data and prepares comprehensive reports on program activities and special projects
- Conducts and coordinates staff training and development
- Provides technical assistance to subordinate staff in providing assistance to clients requiring multiple service needs
- Represents the department at business and community meetings to interpret legal requirements for reasonable accommodations for disabled employees and to disseminate information regarding available programs and services

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 Sociology, Psychology or a directly related field, PLUS three (3) years of disability advocacy work experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Sociology, Psychology or a directly related field, PLUS two (2) years of disability advocacy work experience

Licensure, Certification, or Other Qualifications

- None

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

Considerable knowledge of:

- *applicable federal, state, local laws, regulations, and guidelines
- *the particular needs, issues and concerns of the disabled
- *social services programs and resources

Moderate knowledge of:

- *applicable computer software packages and applications
- *report preparation methods, practices and procedures

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

Other knowledge as required for successful performance in the Disability Specialist II class

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
- *MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action

Other skills as required for successful performance in the Disability Specialist II class

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

Other Work Requirements

- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
 - 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
 - ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems
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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
April, 2015; May, 2025