

Code: 3079  
Health and Welfare Service  
Medical and Social Service Group  
Human Relations Series

CLASS TITLE: **Resident Services Coordinator II**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class supervises staff engaged in providing on-site social service coordination and life enrichment programs to clients living in senior residential buildings; and performs related duties as required.

ESSENTIAL DUTIES: Assigns and supervises the work of resident services staff; reviews work plans prepared by staff to ensure clients receive needed care; visits residential buildings to resolve client issues and problems; collaborates with municipal agencies, designated private management companies and service providers to coordinate service delivery and implement programs and activities of interest and value to residents; supervises the collection of data and the preparation of reports regarding client services and needs; prepares narrative and statistical reports on program activities; identifies and establishes relationships with social, educational and recreational program providers to facilitate referrals and services for seniors; acts as an advocate on behalf of residents to social service agencies.

RELATED DUTIES: Provides assistance in the resolution of inter-resident conflicts and resident-family difficulties; develops a resource directory of community agencies for the residents' use.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's in the Social Sciences supplemented by three years of progressively responsible social service experience, or an equivalent combination of training and experience provided the minimum degree requirement is met. A valid State of Illinois driver's license is required.

Knowledge, Abilities and Skill. Good knowledge of the principles of sociology. Good knowledge of casework methods and practices. Considerable knowledge of family counseling techniques. Good knowledge of social services resources.

Ability to establish linkages with municipal and private social service agencies. Ability to advocate on behalf of seniors to ensure they receive needed residential and social service assistance. Ability to supervise staff engaged in providing social service

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CLASS TITLE: **Resident Services Coordinator II (Cont'd)**

assessments to resident clients. Ability to write reports and maintain records of cases handled. Ability to drive. Ability to

access multilevel facilities.

Skill in planning and developing short and long-term social service programs. Skill in working with social service clients. Skill in developing programs and activities of interest to the elderly. Good oral and written communication skills. Good human relations skills.

Working Conditions. Inside: General office environment.

Outside: Unavoidable exposure to inclement weather and extreme temperatures.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 2002  
City of Chicago  
Department of Personnel