

Code: 3093
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: Supervising Human Relations Specialist

CHARACTERISTICS OF THE CLASS: Under general supervision, the class supervises staff engaged in resolving community tensions and biases; and performs related duties as required.

ESSENTIAL DUTIES: Assigns cases to staff ensuring issues of bias and conflicts are effectively addressed and resolved; manages cases of a complex or highly volatile nature; oversees the design of surveys to identify problems and to assess the need for diversity training and outreach; supervises and participates in mediating intergroup tensions; oversees the development of community resource networks and advocacy assistance for victims of hate crimes; supervises and participates in mediating intergroup conflicts to resolve community tensions; monitors the effect of educational and mediation activities provided to various communities and groups and facilitates additional intervention as needed to ensure conflicts are resolved; supervises the preparation and dissemination of pamphlets on anti-discrimination and cultural diversity; oversees the development and conduct of workshops by staff to address issues of intergroup conflict and discrimination; plans and coordinates special events to promote and foster intergroup harmony and cross cultural understanding; reviews and approves staff reports documenting cases and their resolution; develops and implements work standards and conducts staff performance evaluations; prepares the unit's work activity reports.

RELATED DUTIES: Interacts with and directs staff involvement with local Chicago Alternative Policing Strategy (CAPS) offices.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a directly related field, supplemented by four years of community or social service experience; or an equivalent combination of training and experience.

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

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CLASS TITLE: Supervising Human Relations Specialist (Cont'd)

Knowledge, Abilities and Skill. Considerable knowledge of the

principles of human behavior and socialization. Considerable knowledge of the techniques and methods involved in assessing intergroup relations. Considerable knowledge of mediation techniques. Good knowledge of various communities and social groups within the city.

Ability to manage and direct a diverse group of professional staff. Ability to work in socially tense and volatile environments. Ability to speak publically to large diverse groups in tense situations.

Considerable human relations skills. Considerable mediation skills. Skill in developing and conducting training programs. Good public speaking skills. Excellent oral and written communication skills. Skill in design, administering and interpreting surveys.

Working Conditions. Inside: Office environment. Outside: 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.

December, 2004
City of Chicago
Department of Personnel