CLASS TITLE: LANGUAGE ACCESS COORDINATOR

CHARACTERISTICS OF THE CLASS

Under direction, coordinates compliance with the City’s Language Access Ordinance to provide Limited English Proficient (LEP) individuals meaningful access to vital Chicago Police Department (CPD) public documents and services; and performs related duties as required.

ESSENTIAL DUTIES

- Develops language access policies, procedures, and implementation plan to facilitate the effective delivery of CPD services
- Conducts four-factor analysis as outlined in Ordinance to establish level of language access demand and service populations, and provide services in any non-English language spoken by a limited or non-English proficient population that constitutes 5% or 10,000 individuals, whichever is less, in Chicago
- Evaluates and monitors the provision of department language services to identify opportunities for improvement in language access
- Manages and responds to all translation requests for written materials
- Compiles and documents translation and interpretation services rendered
- Solicits, reviews, and summarizes community comments regarding language access and implementation plans
- Develops public awareness strategies and outreach activities for the department’s service populations
- Ensures the training of managers and front-line staff on language access policies, procedures, and resources available
- Prepares and submits annual compliance plan to the Office of New Americans (ONA)
- Establishes working relationships with community organizations and stakeholders to obtain information on access to services by covered entities
- Represents CPD in presenting annual reports to the City Council assessing the language assistance services provided to LEP individuals
- Works with the Language Access Advisory Committee (LAAC) and Office of New Americans on reviewing CPD services as required and share best practices
- Analyzes statistical data on translation and interpretation services provided to determine trends and to identify areas for improvement
- Ensures essential public documents (e.g., signs, forms, pamphlets, brochures, newsletters, etc.) are translated, displayed in CPD facilities, and available on websites
- Coordinates the interpretation and/or translation of CPD documents and communications (e.g., consent to search forms; witness and victim statement forms; victim rights notification forms; citizen complaint forms)
- Prepares annual and ad hoc reports for CPD senior management
- Ensures all invoices are reconciled and vendors are paid correctly and resolves outstanding issues
• Meets with vendors to evaluate the quality of their interpretation and/or translation services and reviews vendor performance

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, plus two (2) years of program administration experience in language access or working with individuals and/or groups where English is a second language or an equivalent combination of education, training, and experience

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)

PHYSICAL REQUIREMENTS
• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Comprehensive knowledge of:
• *principles and practices of program planning, development, implementation, and evaluation
• communities and groups where English is a second language
• *the particular needs, issues, and concerns of specific communities or groups (e.g., Limited English Proficient individuals, the elderly, disabled persons, domestic violence victims, etc.)

Moderate knowledge of:
• *research methods, analysis, and techniques
• data analysis and report writing
• community outreach, engagement, and public awareness campaigns
• methods and techniques of delivering presentations and public speaking

Knowledge of applicable City ordinances, 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, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• MONITORING - Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action
• COORDINATION WITH OTHERS - Adjust actions in relation to others’ actions
• SERVICE ORIENTATION - Actively look for ways to help people
• QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

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

Other Work Requirements
• INITIATIVE - Demonstrate willingness to take on job challenges
• 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
• SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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, 2019