



Code: 3503

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Social Service

CLASS TITLE: CAREER PLACEMENT COUNSELOR

CHARACTERISTICS OF THE CLASS

Under general supervision, guides job seekers with disabilities in developing career goals, assisting with the job search, networking, resume writing, and interviewing skills. In addition, the position assists with career alternatives (career change or starting a business); and performs related duties as required

ESSENTIAL DUTIES

- Develops and leads job-readiness coursework (resume writing, interview practice, employer research, and networking)
- Guides clients through transitional work experience and advancement
- Works with clients to develop career goals and identify steps to accomplish desired outcomes
- Provides job search assistance and supports the development of job search
- Maintains detailed records about clients, program, and employer development
- Understands referral processes with training providers to connect clients to job opportunities
- Evaluates and utilizes clear, industry-informed criteria for what it means to be "work ready" and "job search ready" and use a consistent process for ensuring that clients meet those criteria
- Maintains daily documentation of clients file in adherence to program guidelines and requirements, using case management tools and other protocols, in adherence with professional guidelines
- Connects clients to needed community supports and resources to assist with basic work readiness (e.g., transportation, childcare, clothing, work equipment), or career advancement (peers, alumni, mentors, and business and other partners)
- Partners with Chicago Public Schools and City Colleges of Chicago to assist students with disabilities in finding internships and long-term employment
- Participates in personal and professional job development and skill-building opportunities
- Collaborates with other operating departments, non-profits, and community-based organizations
- Provides counseling to individuals on their rights and legal protections under Title I of the Americans with Disabilities Act, including making and navigating the reasonable accommodation process and other accommodation needs through all stages of the employment process
- May require travel to different locations throughout the City of Chicago

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 Master's degree or higher in Rehabilitation Counseling, plus three (3) years of professional career counseling experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Special Education, Human Services or a directly related field, plus four (4) years of professional career counseling 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)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *career development and job-readiness curriculum
- clients with disabilities, disability disclosure, reasonable accommodations, and the job seeker's rights under the Americans with Disabilities Act
- *case management methods and procedures
- *record keeping methods practices, and procedures
- applicable computer software packages and applications
- assistive technology

SKILLS

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE CONCENTRATION/ATTENTION – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupting at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATING WITH OTHERS – Adjust actions in relation to others' actions
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job

- *TIME MANAGEMENT - Manage one's own time and the time of others
- *NEGOTIATION – Bring others together and try to reconcile differences
- *INSTRUCTING – Teach others how to do something
- *PERSUASION – Persuade others to change their minds or behavior
- *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 INFORMATION - understand information and ideas
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- EFFECTIVELY COMMUNICATE - Communicate information and ideas in an effective manner
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- 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 develop creative ways to solve a problem
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

OTHER WORK REQUIREMENTS

- INITIATIVE - Demonstrate a willingness to take on job challenges
- LEADERSHIP - Demonstrate the 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
- SOCIAL ORIENTATION – Prefer to work with others rather than alone and being personally connected with others on the job
- 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
- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
- 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, 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, 2022; April, 2025