



**Code: 3825**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Service

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## **CLASS TITLE: COMMUNITY INTERVENTION SPECIALIST**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, the class works primarily in the field canvassing communities providing crisis intervention and social services support to the unsheltered population, those experiencing mental health crisis and/or substance use overdose, and performs related duties as required

### **ESSENTIAL DUTIES**

- Travels by vehicle or on foot to encampment sites and locations throughout Chicago where the unsheltered population resides and proactively initiates non-judgmental conversations to create and maintain relationships and provide a consistent presence
- Responds to non-emergency calls of individuals experiencing mental health and social wellbeing crisis
- Engages individuals in need of services and consistently works to meet those needs, particularly with those who may not independently seek services
- Provides crisis counseling to vulnerable populations who have unmet mental health and social needs
- Provides in person and telephonic case coordinating and case management functions for clients experiencing substance use overdose and/or those experiencing a mental health crisis
- Coordinates with patients, families, and members of the field team to assist in determining levels of client services and needs
- Conducts needs assessments (e.g., intakes, coordinated entry system assessments, outpatient care and services), obtains pertinent information and establishes short and long-term case management goals for clients
- Stays abreast of eligibility requirements and guidelines for other social service programs and community partners
- Assists individuals in applying for federal and state benefits (e.g., Medicaid, food security applications, and Social Security disability)
- Updates case management system with client information by using designated systems (i.e., HMIS, ECM, Redcap)
- Refers and advocates for clients to delegate agencies, shelters and other social service providers for continued and ongoing social service needs (e.g., housing, medical, mental health services)
- Conducts follow up to ensure clients receive appropriate needed assistance
- Assists in the placement of individuals affected by emergency housing situations (e.g., fires, vacates, evictions, etc.) by developing relocation plans and/or arranging shelter or nursing home placement and transportation
- Develops and maintains strong working relationships with staff at key City departments, health care professionals, homeless/housing service providers, and the community at large to provide intervention and services to high-risk clients who are in need of services
- Coordinates and participates in the cleaning of encampment sites (e.g., proper disposal of food and garbage, and the appropriate handling of unsheltered populations personal items)

- Accompanies and transports clients to appointments
- Provides assistance when emergency shelters or other temporary shelters are activated in a crisis
- Participates in community and outreach events bringing awareness to emergency mental health services offered
- Participates in annual homeless count
- Collaborates with outreach partners to connect client to 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 the Social Sciences or a directly related field, plus two years of community or social service work experience involving the unsheltered population or individuals experiencing behavioral or substance use crisis; or an equivalent combination of education, training and experience

### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required
- May be required to work various hours, as required

## **WORKING CONDITIONS**

- Exposure to outdoor weather conditions
- Exposure to hazardous conditions (e.g., navigating under bridges and on railroad tracks)
- Exposure to fumes or dust, oily or wet environment
- 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, lap-top, hand-held computer and knowledge of email functionality)
- Two-way radios

## **PHYSICAL REQUIREMENTS**

- Ability to climb staircases
- Ability to walk and stand for extended or continuous periods of time
- Ability to climb or negotiate slopes, hills or other unlevelled structures

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Moderate knowledge of:

- \*applicable social services programs and resources
- \*case management methods and procedures

- \*particular needs, issues and concerns of specific communities or groups (e.g., unsheltered community, those experiencing mental health crisis and substance use overdose)
- \*applicable federal, state and local laws, regulations and guidelines

Some knowledge of:

- applicable computer software packages and applications
- geographic locations in the City
- coordinated entry skilled assessments (e.g., HMIS, ECM)

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

### **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, taking 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
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*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 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
- 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)

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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.

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City of Chicago  
Department of Human Resources  
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