



**Code: 3954**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Children and Youth Services

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## **CLASS TITLE: DIRECTOR OF CHILDREN SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, occupants in this class function at the managerial level directing the Program Support and Development, Program Operations or Program Administration unit within the Children Services Division of the Department of Family and Support Services, and performs related duties as required

### **ESSENTIAL DUTIES**

#### **Core Functions**

- Directs and implements work policies and procedures for an assigned unit and ensures integration into the overall division planning and continuous quality improvement
- Assists in the development of the division's overall goals, objectives, and priorities, in conjunction with the senior leadership team
- Directs the evaluation of delegate agencies, partners and contractors in all program options/models to ensure continuous quality improvement
- Develops work standards and evaluates staff performance
- Ensures effective communication and team work with assigned unit and Children Services Division
- Directs the preparation of statistical and narrative reports (e.g., quarterly data analyses, annual report) and works with the leadership team to ensure integration into overall division continuous quality improvement efforts
- Collaborates with the division's senior leadership team keeping them apprised of unit activities and operations and to ensure division-wide participation in program planning (e.g., self-assessment and community assessment processes)
- Assists in the preparation of grant applications and other collaborative activities within assigned unit
- Establishes effective partnerships with other departmental divisions to ensure smooth program administration activities and processes
- Meets with senior leadership to coordinate comprehensive education and family support services throughout the division
- Directs the development of advisory committees and work groups, as required

#### **Program Support and Development**

- Ensures the development of quality, appropriate and effective professional development, training and technical assistance/coaching tracks and programs to support delegate agencies, partners and contractors in their compliance and quality improvement
- Monitors the work of support service contractors ensuring collaboration with staff and making recommendations for improvement and changes
- Directs and implements work policies and procedures, in collaboration with the division's senior leadership team, and ensures integration into the overall division planning and continuous quality improvement

- Establishes effective partnerships with educational institutions and public and private agencies to maximize resources in the development of professional development, training and technical assistance/coaching programs and tracks for delegate agencies, partners and contractors

### **Program Operations**

- Ensures the development of quality, appropriate and effective program operations and monitoring systems to support central office operations and delegate agencies, partners and contractors in their compliance and quality improvement
- Directs the development and implementation of monitoring tools and systems that capture delegate agencies', partners' and contractors' compliance and continuous quality improvement measures across all service delivery areas (e.g., education, health and nutrition, family support and engagement, disabilities and program management) and funding streams
- Directs the preparation of all monitoring reports, evaluates the reports, implements improvements based on the evaluation, and produces analyses for program administration, program support and development
- Ensures the accurate and timely tracking and reporting of all monitoring, as well as the communication of results to the division's senior leadership team

### **Program Administration**

- Ensures the development of quality, appropriate and effective fiscal/contracts, research/grants, liaison/communications, data systems and other administrative support functions to support central office operations and delegate agencies, partners and contractors in their compliance and quality improvement
- Directs the preparation and administration of the division's delegate agency and partner contracts
- Directs the preparation and administration of the division's budget and implements fiscal and budgetary controls to ensure the appropriate allocation of expenditure of funds
- Directs the slot allocation process for all delegate agencies, partners and contractors and all funding streams and program options/model, according to the planning calendar and in sufficient time to meet budgeting and contracting deadlines
- Directs the preparation of research projects, evaluates those processes and projects for effectiveness and implements improvements based on the evaluation
- Directs the development and implementation of data and communication systems

**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 Early Childhood Education, Education, the Social Sciences, or a directly related field, PLUS five (5) years of work experience in the development and implementation of childhood development programs, of which four (4) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Early Childhood Education, Education, the Social Sciences, or a directly related field, PLUS four (4) years of work experience in the development and implementation of childhood development programs, of which four (4) years are in a supervisory role related to the responsibilities of the position

**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:

- \*social services programs and resources (e.g., Head Start Performance Standards)
- \*particular needs, issues, and concerns of specific communities or groups (e.g., children)
- \*social, developmental, cultural, economic, and legislative issues and trends impacting targeted populations

Considerable knowledge of:

- \*budget preparation and management methods and procedures
- \*funding sources and grant preparation and administration methods and procedures
- \*management and supervisory methods, practices, and procedures

Moderate knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- \*applicable licensing requirements (e.g., State of Illinois Day Care Licensing Standards)
- geographical locations in the City
- applicable computer software packages and applications
- contract administration methods and procedures
- record keeping methods, practices, and procedures

Some knowledge of:

- financial management methods and procedures

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

Other knowledge as required for successful performance in the Assistant Director of Children Services class

**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
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*INSTRUCTING - Teach others how to do something
- \*NEGOTIATION - Bring others together and trying to reconcile differences
- \*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
- \*SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- \*SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

Other skills as required for successful performance in the Assistant Director of Children Services class

**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

Other abilities as required for successful performance in the Assistant Director of Children Services class

**Other Work Requirements**

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

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- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- INITIATIVE – Demonstrate willingness to take on job challenges
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Assistant Director of Children Services class

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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  
February, 2017; May, 2025