CLASS TITLE: Coordinator of Social Services

CHARACTERISTICS OF THE CLASS: Under general supervision, the class works on an assigned shift and coordinates the provision of social services to City residents in crisis situations or in need of emergency services; and performs related duties as required.

ESSENTIAL DUTIES: Supervises crisis intervention teams engaged in providing on-site counseling and emergency assistance to victims of fires, sexual assault, domestic violence, homelessness and other emergency situations; monitors and assesses crisis and emergency situations, as well as referrals made to outside agencies, ensuring victims receive needed assistance; coordinates crisis intervention teams’ efforts with those of other agencies on site at large scale emergencies, ensuring adequate resources are deployed and operations run smoothly; prioritizes cases and assists individuals in obtaining needed assistance; networks with social service agencies and community groups to coordinate and share resources; reviews emergency case reports for completeness and appropriateness of assistance provided; assists staff in the placement of individuals and families in emergency shelters and oversees the preparation of emergency shelter clearing house reports; prepares shift activity reports.

RELATED DUTIES: Supervises administrative and clerical staff engaged in office operations; drives a motor vehicle to field locations to monitor and coordinate field operations.

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 three years of progressively responsible community or social service experience, or an equivalent combination of training and experience. A valid State of Illinois driver’s license is required.

Knowledge, Abilities and Skill. Considerable knowledge of social service theories and practices. Considerable knowledge of crisis intervention and counseling techniques. Considerable knowledge of social service agencies. Considerable knowledge of City protocols for responding to large scale crisis and emergency social service situations.

CLASS TITLE: Coordinator of Social Services (Cont’d)

Ability to effectively coordinate crises situations. Ability to
establish working relationships with other social or protective service agencies and coordinate joint agency efforts in response to social service crisis situations. Ability to access multi-level facilities. Ability to operate a motor vehicle.

Considerable skill in the application of social service theories and principles. Considerable human relations skills. Good counseling skills. Good oral and written communication skills.

**Working Conditions.** Inside: General office environment. Outside: Unavoidable exposure to unfavorable atmospheric conditions or 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 position within the class.

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July, 2002
City of Chicago
Department of Personnel