CLASS TITLE: Director of Intergroup Relations and Outreach

CHARACTERISTICS OF THE CLASS: Under direction, the class is managerial in nature, supervising and directing the development of programs and outreach activities to promote intergroup harmony and cross cultural understanding and to discourage ethnic and social conflicts within communities; and performs related duties as required.

ESSENTIAL DUTIES: Coordinates the planning and implementation of human relations programs and outreach activities designed to promote positive race and intergroup relations in communities; supervises staff responsible for mediating and resolving intergroup conflicts and tensions between racial, ethnic, religious and other social groups; oversees staff providing support and assistance to victims of hate crimes and organizing community based responses against bias or hate crimes; works with staff in mediating complex cases involving community tensions between social groups; establishes operating procedures for use by staff in mediating intergroup conflicts and preparing related case reports; develops work standards and objectives and conducts performance evaluations of staff; directs the development of educational materials for use in outreach activities, education workshops and forums; works with task forces and community organizations to identify issues and potential areas of racial and ethnic conflicts and tensions; participates in the preparation of the unit’s operating budget; represents the Commission on Human Relations at community meetings and speaks on issues relating to intergroup relations; reviews staff reports of work activities and prepares administrative reports on the unit’s accomplishments for management review.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor’s degree in the Social Sciences or directly related field supplemented by five years of progressively responsible community or social service experience including two years of supervisory experience, or an equivalent combination of training and experience.

A valid State of Illinois driver’s license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.
Knowledge, Abilities and Skill. Considerable knowledge of management theories and practices. Considerable knowledge of the principles of human behavior and socialization. Considerable knowledge of the various communities and social groups within the City. Considerable knowledge of mediation techniques. Considerable knowledge of program planning and development.

Ability to direct and supervise subordinate staff. Ability to establish policies and procedures for resolving intergroup disputes and conflicts. Ability to develop and implement plans and programs for resolving intergroup disputes and conflicts.

Considerable skill in mediation techniques. Considerable skill in developing working relationships with ethnic groups. Good management skills. Considerable human relations skills. Excellent oral and written communication skills.

Working Conditions. General office environment.

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 positions within the class.

December, 2004
City of Chicago
Department of Personnel