CLASS TITLE: Human Service Worker

CHARACTERISTICS OF THE CLASS: Under general supervision, provides social service assistance and intervention to clients involved in emergency or hardship situations; and performs related duties as required.

ESSENTIAL DUTIES: Interviews clients in the field or in a community service center to determine the nature, extent and severity of social service needs; reviews clients demographic, personal and financial data to determine their eligibility for various social service programs; completes intake eligibility forms, service tally sheets and narrative summaries on the services provided to clients; refers clients in need of immediate assistance to a network of social service providers and community groups; refers clients to professional staff for counseling and case management services; drives to locations in the field to provide on-site social service assistance to victims of fires, disasters, or similar emergency or hardship situations; works with the homeless, providing assistance in obtaining emergency shelter, rental assistance and needed social services; distributes emergency food, infant formula and other non-perishable goods.

RELATED DUTIES: Conducts well being checks, visiting the elderly and the disabled and providing transportation to warming/cooling centers and shelters as needed; inputs clients service applications and registration data onto a database for record keeping purposes.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of responsible community or social service experience, or an equivalent combination of training and experience is required. A valid State of Illinois driver's license is required.

Knowledge, Abilities and Skill. Knowledge of available social services programs and services. Knowledge of interview and intake techniques. Knowledge of available community network resources and referral services.

Ability to assess client needs and make appropriate referrals. Ability to conduct interviews and assess the extent and severity of
emergency and crisis situations. Ability to access multilevel facilities.

Good human relations skills. Good oral and written communication skills. Skill in providing social service assistance.

**Working Conditions.** Inside: General office environment. Outside: Unavoidable exposure to unfavorable atmospheric conditions or extreme temperatures.

**Equipment.** Standard office equipment including personal computers and two-way radios.

**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.

February, 2002
City of Chicago
Department of Personnel