



**Code: 3818**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Service

## **CLASS TITLE: ASSISTANT DISTRICT MANAGER - HUMAN SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, assists in managing the programs and services at a Department of Family and Support Services community service center, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assists in managing supervisors responsible for the administration of the center's programs and services (e.g., direct and referral services, crisis intervention, case management)
- Assigns work and reviews staff performance, making personnel changes as required
- Assists the District Manager in implementing department policies and procedures for the administration of programs and services
- Participates in evaluating the quality and effectiveness of the center's programs and services and implements modifications to improve efficiencies
- Assesses staff training needs and develops and implements training programs to improve skills
- Assists in planning, coordinating, and overseeing the administration of special and seasonal programs
- Assists staff in resolving difficult client cases
- Responds to inquires and complaints regarding programs and services
- Networks with community groups, social service agencies, and other City departments to identify the needs of community residents, develop programs to address those needs, and coordinate services to ensure maximum utilization of resources
- Coordinates facility management functions
- Supervises the preparation of programmatic and statistical reports
- Attends community meetings to increase public awareness of the center's programs and services, as required

**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, Public Administration, Business Administration, or a directly related field, plus three years of community or social service experience, of which one year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training and experience

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

- A valid State of Illinois driver's license is required

### **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, modems)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Considerable knowledge of:

- social services programs and resources
- case management methods and procedures (e.g., individual and situational assessment)

Some knowledge of:

- \*management and supervisory methods, practices, and procedures
- \*principles of human behavior and socialization
- record keeping methods, practices, and procedures
- particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, disabled persons, domestic violence victims)
- social, developmental, cultural, economic, and legislative issues and trends impacting targeted populations

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
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- \*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
- \*NEGOTIATION - Bring others together and trying to reconcile differences
- \*SERVICE ORIENTATION - Actively look for ways to help people

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- \*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
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- 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

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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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