



Code: 3955

Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Children and Youth Services

CLASS TITLE: YOUTH SERVICES COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, develops, coordinates, and/or monitors programs and delegate agencies aimed at providing positive activities for youth, and performs related duties as required.

Positions are allocated to either the Department of Family and Support Services or the Chicago Police Department. Positions assigned to the Department of Family and Support Services primarily perform a combination of program management, contract compliance, budgeting and fiscal oversight for a portfolio of youth delegate agencies. Positions assigned to the Chicago Police Department are assigned to an identified area of the City working to identify and develop youth programming in an effort to develop and foster relationships. Examples of essential functions for both class allocations are outlined below.

ESSENTIAL DUTIES

- Works with community groups, business organizations, and sister agencies in identifying and developing new or expanded educational, cultural, and recreational programs and services for youth in a designated community area
- Provides technical assistance to public and private agencies, schools, and neighborhood organizations seeking grant funds for youth programs
- Participates in the development of specifications for Requests for Proposals (RFPs) and work plans
- Oversees the completion and submittal of work plans and delegate agency budgets
- Provides on-going program and contract support to a portfolio of delegate agencies that provide afterschool and youth programs
- Develops policies and performance standards to ensure consistent program quality and procedures
- Reviews and approves program and operational budgets, including program work plans and budget adjustments
- Plans and coordinates special events to promote program awareness, stimulate youth and organizational participation, and encourage agency sponsorship and resource sharing
- Provides assistance and identifies resources for agencies that are not meeting program requirements
- Conducts site visits of delegate agencies receiving grant funds to monitor program activities for compliance with funding requirements (e.g., fiscal and programmatic compliance)
- Analyzes data to identify trends and to prepare programmatic, compliance, budgetary and/or ad hoc reports for management review
- Conducts workshops to educate community residents on issues and concerns specific to youth
- Serves as liaison to other departments, schools, and community agencies in sponsoring special youth events
- Prepares work activity reports on the status, progress, and effectiveness of programs
- Designs, leads, and conducts program and fiscal trainings for delegate agencies

- Represents the department at various conferences, community meetings, and interagency taskforce initiatives to discuss youth programming and services
- Provides counseling and/or conflict resolution to young people and their families in addition to providing social service referrals, as needed
- Assists in formulating new policy for youth services programs (e.g., recommendations for counseling, homeless outreach, mentoring programs), as needed

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, or a directly related field, plus three years of community service experience; or an equivalent combination of education and experience

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois driver's license
- Some positions must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

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

Moderate knowledge of:

- *particular needs, issues, and concerns of specific communities or groups (e.g., youth)
- *social services programs and resources
- *social, developmental, cultural, economic, and legislative issues and trends impacting youth

Some knowledge of:

- geographical locations in the City
- applicable computer software packages and applications
- funding sources and grant preparation and administration methods and procedures
- training methods, practices, and procedures
- specialty program planning, development, coordination, and evaluation

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
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *SERVICE ORIENTATION - Actively look for ways to help people
- *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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic

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.

Department of Human Resources
May, 2018