



Code: 3899

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE: PROGRAM DEVELOPMENT COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates the development and implementation of social service programs, monitors program activities, and performs related duties as required.

Occupants in the class title are primarily allocated to the Departments of Family and Support Services, Police and Planning and Development.

ESSENTIAL DUTIES

- Collaborates with community, business organizations, delegate and partner agencies to identify community needs and develop programs (e.g., social service, educational, training, coaching, and recreational) to address those needs
- Works with community agencies and acts as a liaison with other City departments or units to implement new programs, coordinate special events, promote program awareness, and solicit participation and resource sharing
- Participates in creating, evaluating and revising program policies, procedures and/or performance standards and monitors agencies for compliance
- Oversees the development and distribution of promotional and educational materials (e.g., public awareness flyers, annual training calendars)
- Develops evaluation criteria, tracks and procedures (e.g., selection of delegate agencies for program funding, professional development, training and technical assistance/coaching programs and tracks) and adjusts programs and tracks as required
- Collaborates with internal units to design and implement efficient and accountable systems (e.g., fiscal, contracts, data, grants and communication) to support compliance, continuous quality improvement and maximum use of federal, state and local resources
- Provides assistance to public and private agencies, schools, and neighborhood organizations in preparing program plans for grant funding
- Evaluates and selects delegate agencies based on program evaluation ratings
- Conducts site visits of agencies receiving grant funds to monitor program activities for compliance with funding requirements
- Reviews and evaluates delegate agencies, partners and contractors progress on compliance and quality improvement plans and prepares reports
- Provides technical assistance to agencies not meeting program requirements
- Assists with the development of new resources to support delegate agencies, partners and contractors
- Prepares reports on the status, progress, and effectiveness of program operations
- Establishes resource and referral networks to ensure program participants receive needed assistance
- Assists with grant compilation and writing, 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, Education or Early Childhood Education or a directly related field, plus two years of work experience in the administration of community or social service programs; 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)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Moderate knowledge of:

- social services programs and resources
- specialty program planning, development, coordination, and evaluation

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- geographical locations in the City
- applicable computer software packages and applications
- training methods, practices, and procedures
- particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, disabled persons, youth)
- 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
- 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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- NEGOTIATION - Bring others together and trying to reconcile differences
- *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
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

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

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - 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
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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CLASS TITLE: PROGRAM DEVELOPMENT COORDINATOR

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.

City of Chicago
Department of Human Resources
March, 2017