



Code: 3914

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Children and Youth Services

CLASS TITLE: SUPPORT SERVICES COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, assesses program activities and provides technical assistance to delegate agencies, partners and contractors to ensure their compliance with federal and state Childcare guidelines and quality improvement efforts; and performs related duties as required

Occupants of this class title work within the Children Services Division of the Department of Family and Support Services.

ESSENTIAL DUTIES

- Conducts regular monitoring assessments of delegate agencies, partners and contractors to evaluate their performance in various program areas (e.g., education, health and nutrition, family engagement and involvement, and program management) on an established schedule
- Conducts site visits to review and assess programs using monitoring tools that reflects the performance standards of the division's programs and funding streams
- Prepares reports documenting site visits, identifying agencies' performance levels, areas of deficiency, and their need for technical assistance and training
- Provides on-site technical assistance, guidance, and support to delegate agencies, partners and contractors to correct and assist staff with developing integrated improvement plans
- Conducts follow-up evaluations to assess progress on improvement plans
- Serves as a resource person to delegate agencies, partners and contractors in the various program areas (e.g., education, health and nutrition, family engagement and involvement, and program management) as part of an integrated program operations team
- Assists with the development and implementation of training workshops for delegate agencies', partners' and contractor staff and parents to ensure they are knowledgeable about program requirements, policies, and procedures
- Maintains computerized records to document work activities (e.g., delegate agency compliance reporting, site and enrollment assessments, training sessions)
- Updates the child and family tracking system as required
- Identifies educational and community resources to render services to children and families
- Works collaboratively as a team member in assessing and enhancing the educational and social service programs provided by delegate agencies
- Assists in other duties related to the overall mission of the division

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 Early Childhood Education, Education, Social Sciences, or a directly related field plus two years of work experience in education or social service 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:

- applicable federal, state, and local laws, regulations, and guidelines
- applicable social service programs and resources
- program monitoring and technical assistance practices and procedures
- applicable licensing requirements

Some knowledge of:

- geographical locations in the City
- funding sources and grant administration methods and procedures
- record keeping methods, practices, and procedures
- social, developmental, cultural, economic, and legislative issues and trends impacting children

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
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people

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
 - 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)
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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.

City of Chicago
Department of Human Resources
March, 2017