



Code: 3942

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Service

CLASS TITLE: DIRECTOR OF FIELD OPERATIONS

CHARACTERISTICS OF THE CLASS

Under direction, this class is managerial in nature responsible for managing programs and operations of community service centers OR regional and satellite senior centers to ensure the delivery of services to clients, and performs related duties as required

ESSENTIAL DUTIES

- Positions responsible for managing community service centers will supervise District Managers responsible for the provision of family maintenance and community outreach services offered to clients through community service centers and field sites throughout the City
- Positions responsible for managing regional and satellite senior centers will supervise Regional Directors - Aging responsible for managing the operations senior centers in assigned regions
- Develops program policies and objectives to standardize, coordinate, and improve the efficiency of service delivery to clients
- Directs the implementation of reporting procedures to ensure programmatic and budgetary compliance with funding source guidelines
- Reviews monthly reports and confers with managers and other senior staff to monitor and assess the quality and level of social service provided
- Analyzes program performance data to assess impact and to suggest strategies to improve implementation
- Plans and develops social service programs to respond to identified community needs
- Administers operating budgets for center facilities and social service programs
- Directs the selection, evaluation, and development of division staff
- Prepares management reports and meets with Deputy Commissioner to review and discuss program status and policy directives
- Meets with community organizations to discuss issues concerning the delivery and availability of social services
- Participates in various government and community task forces to develop policy recommendations aimed at providing needed social services to clients, 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, Gerontology, Psychology, Public Health, Public Administration, Business Administration or a directly related field, plus six years of experience in the planning, implementation, and/or administration of community or social service programs of which four years are 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)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Considerable knowledge of:

- *social service program management and resources
- *management and supervisory methods, practices, and procedures
- principles and practices of program planning, development, and implementation

Some knowledge of:

- geographical locations in the City
- applicable federal, state, local laws, regulations, and ordinances
- budget preparation and management methods and procedures
- *case management methods and procedures
- *record keeping methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the District Manager - Human Services class and Regional Director - Aging class

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
- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things

CLASS TITLE: DIRECTOR OF FIELD OPERATIONS

- *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

Other skills as required for successful performance in the District Manager - Human Services class and Regional Director - Aging class

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
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- 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)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the District Manager - Human Services class and Regional Director - Aging class

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

CLASS TITLE: DIRECTOR OF FIELD OPERATIONS

- **STRESS TOLERANCE** - Accept criticism and deal calmly and effectively with high stress situations
- **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
- **INDEPENDENCE** - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the District Manager - Human Services class and Regional Director - Aging class

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
July, 2022