



Code: 3022

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

CLASS TITLE:

ASSISTANT AGING AND DISABILITY RESOURCE NETWORK MANAGER

CHARACTERISTICS OF THE CLASS

Under general supervision, assists in the management and administration of the Aging and Disability Resource Network by ensuring streamlined access to long-term services and support options for older adults and individuals with disabilities, and performs related duties as required

ESSENTIAL DUTIES

- Assists in managing a high-volume walk-in and phone center resource and network section, overseeing Assistant Community Living Specialists engaged in providing intake, information and referral assistance to clients that are either older adults or individuals with disabilities
- Supervises staff by assigning and ensuring staff coverage for walk-ins and a call center setting, develops performance measures and standards, and evaluates performance
- Provides training, technical development and assistance to staff
- Reviews referrals entered by staff for accuracy and makes corrections daily
- Supervises the response to emergency requests received from individuals in crisis and with complex needs, including frail and abused older adults and individuals with disabilities
- Participates in assessing the needs of older adults and individuals with disabilities and develops plans, work and program standards and programs to address and resolve those needs
- Assists in the development of strategic plans (e.g., short and long range) and administers quality assurance measures to ensure the effectiveness of programs
- Monitors the delivery of services to ensure goals and objectives are met in accordance with the area plan and operation plans
- Works with clients in crisis and with complex needs
- Maintains close daily contact with the Illinois Department on Aging, Cook County Sheriff's Office, Cook County State's Attorney and other City departments to coordinate various referral recommendations and address clients in crisis
- Develops customer service standards, goals and measurements for the resource center
- Listens to recorded calls and troubleshoots for quality assurance
- Responds to correspondence from clients, Aldermen, service providers and hospitals
- Participates in preparing requests for proposals, and in the scoring, evaluating and reviewing of proposals from responding agencies
- Assists in the communication of network and policy changes to regional and satellite centers
- Prepares comprehensive narrative, budgetary and statistical management reports (e.g., call volume, trend and emerging issues, strategic framework)
- Works effectively with other work units in the Area Agency on Aging to ensure seamless service delivery for clients
- Builds professional networks with outside community resources, service providers and the disability community

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- Represents the department, coordinates and conducts presentations and in-service training sessions for staff, outside service providers, vendors, community organizations, program partners, and professional associations

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 Master's degree or higher in Gerontology, Psychology, Social Sciences, Public Health, or a directly related field, plus one year of experience in the planning, implementation, and administration of social service programs; **OR** a Bachelor's degree in the above listed fields plus two years of experience in the planning, implementation, and administration of social service programs

Licensure, Certification, or Other Qualifications

- None

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
- *aging network and disability community
- case management methods and procedures
- *specialty program planning, development, coordination, and evaluation
- *particular needs, issues, and concerns of older adults and adults with disabilities
- *social, developmental, cultural, economic, and legislative issues and trends impacting older adults and individuals with disabilities

Some knowledge of:

- supervisory methods and procedures
- *principles of human behavior and socialization
- budget preparation and management methods and procedures

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

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 PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- 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
- SOCIAL ORIENTATION – Prefer to work with others rather than alone and being personally connected with others on the job

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- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
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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
October, 2016