



**Code: 3073**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Relations

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## **CLASS TITLE: DISABILITY SPECIALIST II**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, the class functions at the fully functional level, performing professional social service assistance and coordinating the provision of departmental services and programs for people with disabilities, and performs related duties as required

### **ESSENTIAL DUTIES**

- Manages multiple service caseloads in order to advocate on behalf of clients, working with service providers and private and public agencies to ensure clients have access to and obtain needed health, economic and social services
- Assesses clients' eligibility for services and refers eligible clients to service providers and social service agencies
- Assists clients in completing applications to obtain services and benefits from social service and government agencies and performs follow up to ensure that they receive needed services
- Uses software applications in order to update and maintain records of clients served
- Provides information to clients, building owners and developers on various assistive devices, home modifications and available direct services
- Counsels clients on employment opportunities and provides referrals for needed skills development (e.g., resume preparation, completing job applications, etc.)
- Networks with public and private businesses to encourage employers to hire people with disabilities
- Performs training and outreach to employers, city departments and the general public regarding legal regulations for accessibility requirements and to provide information on departmental programs and services
- Conducts on-site accessibility surveys of public and private buildings to determine their ability to accommodate people with disabilities
- Participates in the conduct of audits of city programs, policies and facilities to ensure compliance with federal, state and local disability rights laws and regulations
- Prepares work activity reports
- Conducts research and participates in city-wide initiatives concerning disability rights laws, as required
- May participate in permit plan reviews and planned development projects to ensure compliance with accessibility requirements

**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 Sociology, Psychology or a directly related field, plus two years of disability advocacy work experience, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, printer)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

**Knowledge**

Moderate knowledge of:

- \*applicable federal, state, local laws, regulations, and guidelines
- \*the particular needs, issues and concerns of the disabled
- \*social services programs and resources
- \*applicable computer software packages and applications

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

Other knowledge as required for successful performance in the Disability Specialist I 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, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- \*SERVICE ORIENTATION - Actively look for ways to help people

Other skills as required for successful performance in the Disability Specialist I 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

Other abilities as required for successful performance in the Disability Specialist I class

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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.

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City of Chicago  
Department of Human Resources  
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