CLASS TITLE: Human Relations Specialist II

CHARACTERISTICS OF THE CLASS: Under supervision, the class works at the fully functional level mediating and resolving community tensions and biases; and performs related duties as required.

ESSENTIAL DUTIES: Works with racial, ethnic, religious and social groups to identify concerns causing tensions and to develop plans for resolving same; designs surveys to identify problems and to assess the need for diversity education and outreach; functions as a liaison with community, church and business leaders to develop a resource network for victims of hate crimes; advocates in court and with the Police in support of hate crime victims; disseminates human rights publications pertaining to anti-discrimination and cultural diversity; provides information to the public regarding the city's human rights ordinance and the commissions role in enforcing human rights laws pertaining to hate crimes, fair housing and bias related conflicts; mediates between disputing groups to resolve conflicts and tensions; facilitates workshops and forums addressing issues of intergroup conflicts and tensions, discrimination and cultural diversity; works with community leaders to plan and implement programs and outreach activities to foster and promote positive intergroup relations; prepares work reports documenting cases and their resolution, accomplishments and general work activities.

RELATED DUTIES: Works with local Chicago Alternative Policing Strategy (CAPS) offices to diffuse hate-motivated crimes; recruits volunteers to participate in intergroup awareness activities and to assist in diffusing community tensions.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or directly related field, supplemented by three years of community or social service experience; or an equivalent combination of training and experience.

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

Knowledge, Abilities and Skill. Good knowledge of the principles of human behavior and socialization. Considerable knowledge of various communities and social groups within the city. Good knowledge of mediation techniques. Some knowledge of techniques used to resolve
biases and intergroup tensions.

Ability to establish community resources and cooperative relationships with various ethnic groups. Ability to mediate and resolve intergroup disputes and conflicts. Ability to work in socially tense and volatile environments.

Good skill in resolving intergroup conflicts. Good mediation skills. Skill in conducting workshops and seminars. Good human relation skills. Good oral and written communication skills.

**Working Conditions:** Inside: Office environment. Outside: Exposure to inclement weather and extreme temperatures.

**Equipment:** Standard office equipment including personal computers.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

December, 2004
City of Chicago
Department of Personnel