



**Code: 3033**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Relations

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## **CLASS TITLE: ASSISTANT REGIONAL DIRECTOR - AGING**

### **CHARACTERISTICS OF THE CLASS**

Under direction, assists in managing the programs and services at a Department of Family and Support Services regional or satellite senior center, and performs related duties as required

### **ESSENTIAL DUTIES**

- Implements and oversees the delivery of services at a regional or satellite center including nutrition, life enrichment, wellness, and information and referral assistance
- Participates in evaluating the quality and effectiveness of center programs and services, implementing modifications where appropriate, to ensure efficient and effective service delivery to program participants
- Assists in developing and administering a center's operating budget including approving expenditures for services, programs, special events, equipment, and supplies
- Works to coordinate systemic health and life enrichment programming and services throughout the regional and satellite centers
- Participates in the recruitment of volunteers to assist seniors at the center
- Assigns work and trains staff and volunteers on center policies, procedures, and protocols
- Coordinates with external service providers to ensure that a variety of activities and information resources are available to seniors
- Counsels senior citizens on available social and supportive services and provides appropriate referrals
- Coordinates and implements the planning of special events and recreational activities for seniors
- Prepares reports on center activities, programs, and services
- Responds to inquiries and complaints regarding center programs and services
- Oversees the maintenance and safety of center facilities and equipment
- Attends community meetings and performs community outreach to increase public awareness of available programs and services for seniors and their caregivers, 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 Master's degree or higher in Gerontology, Psychology, Public Health, Social Services or a directly related field, plus one year of work 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 work experience in the planning, implementation, and administration of social service programs

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment
- Facilities environment (e.g., senior citizens center)

**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**

- Ability to lift small boxes, move chairs and tables at center locations

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

Moderate knowledge of:

- \*social services programs and resources
- case management methods and procedures
- \*specialty program planning, development, coordination, and evaluation
- \*particular needs, issues, and concerns of seniors
- \*social, developmental, cultural, economic, and legislative issues and trends impacting senior citizens

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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- 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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem

**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
  - 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.

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