



**Code: 3094**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Relations

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## **CLASS TITLE: HUMAN RELATIONS SPECIALIST II**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, the class performs at the fully functional level, mediating and resolving community tensions, and performs related duties as required

### **ESSENTIAL DUTIES**

- Meets with racial, religious, ethnic and other social groups to identify sources of intergroup conflict and to develop strategies to alleviate tensions and to prevent an escalation of hostilities leading to violence
- Conducts mediation between individuals and groups in conflict to reduce tensions and prevent violence
- Performs community outreach to educate residents on departmental programs and services, City ordinances and related processes to report hate crimes
- Develops and fosters relationships with community groups and participating partners (e.g., aldermanic offices, business establishments, civic organizations)
- Designs and conducts workshops for schools, community based organizations and faith-based institutions on various topics (e.g., bullying, diversity, conflict resolution)
- Assists victims of hate crimes by accompanying them to court proceedings, mobilizing community support, and providing social service referrals
- Inputs and updates work activities into departmental database and prepares narrative and statistical reports

**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, Liberal Arts, Education, or a directly related field, plus three (3) years of work experience in community or social service; or an equivalent combination of education, training and experience

#### **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, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Considerable knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- \*case management methods and procedures
- \*mediation and conflict resolution methods, practices, and procedures

Moderate knowledge of:

- applicable research and analytical practices and procedures
- record keeping methods, practices, and procedures
- applicable computer software packages and applications

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

Other knowledge as required for successful performance in the Human Relations Specialist I class series

**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
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MEDIATION – Apply mediation and conflict resolution methods and practices to help parties arrive at agreement, settle disputes and reconcile differences
- 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 Human Relations Specialist I class series

**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 Human Relations Specialist I class series

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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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