



**Code: 3097**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE: LANGUAGE ACCESS COORDINATOR**

### **CHARACTERISTICS OF THE CLASS**

Under direction, coordinates compliance with the City's Language Access Ordinance to provide Limited English Proficient (LEP) individuals meaningful access to vital Chicago Police Department (CPD) public documents and services; and performs related duties as required.

### **ESSENTIAL DUTIES**

- Develops language access policies, procedures, and implementation plan to facilitate the effective delivery of CPD services
- Conducts four-factor analysis as outlined in Ordinance to establish level of language access demand and service populations, and provide services in any non-English language spoken by a limited or non-English proficient population that constitutes 5% or 10,000 individuals, whichever is less, in Chicago
- Evaluates and monitors the provision of department language services to identify opportunities for improvement in language access
- Manages and responds to all translation requests for written materials
- Compiles and documents translation and interpretation services rendered
- Solicits, reviews, and summarizes community comments regarding language access and implementation plans
- Develops public awareness strategies and outreach activities for the department's service populations
- Ensures the training of managers and front-line staff on language access policies, procedures, and resources available
- Prepares and submits annual compliance plan to the Office of New Americans (ONA)
- Establishes working relationships with community organizations and stakeholders to obtain information on access to services by covered entities
- Represents CPD in presenting annual reports to the City Council assessing the language assistance services provided to LEP individuals
- Works with the Language Access Advisory Committee (LAAC) and Office of New Americans on reviewing CPD services as required and share best practices
- Analyzes statistical data on translation and interpretation services provided to determine trends and to identify areas for improvement
- Ensures essential public documents (e.g., signs, forms, pamphlets, brochures, newsletters, etc.) are translated, displayed in CPD facilities, and available on websites
- Coordinates the interpretation and/or translation of CPD documents and communications (e.g., consent to search forms; witness and victim statement forms; victim rights notification forms; citizen complaint forms)
- Prepares annual and ad hoc reports for CPD senior management
- Ensures all invoices are reconciled and vendors are paid correctly and resolves outstanding issues

- Meets with vendors to evaluate the quality of their interpretation and/or translation services and reviews vendor performance

**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, plus two (2) years of program administration experience in language access or working with individuals and/or groups where English is a second language 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)

## **PHYSICAL REQUIREMENTS**

- No specific requirements

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

### **Knowledge**

Comprehensive knowledge of:

- \*principles and practices of program planning, development, implementation, and evaluation
- communities and groups where English is a second language
- \*the particular needs, issues, and concerns of specific communities or groups (e.g., Limited English Proficient individuals, the elderly, disabled persons, domestic violence victims, etc.)

Moderate knowledge of:

- \*research methods, analysis, and techniques
- data analysis and report writing
- community outreach, engagement, and public awareness campaigns
- methods and techniques of delivering presentations and public speaking

Knowledge of applicable City ordinances, 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, 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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- SERVICE ORIENTATION - Actively look for ways to help people
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

**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

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- 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
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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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.