

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HANDICAPPED SERVICE REPRESENTATIVE I

POSITION CODE: 17981
Effective: 1-1-79

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs paraprofessional functions relative to provision of services and resources for physically handicapped citizens; responds to requests from handicapped clients seeking assistance and information on available resources; maintains statistics and records on intake; maintains liaison with agencies on referrals; maintains effective working relationships between the agency and the general public.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves in a liaison capacity to handicapped clients regarding available services and resources; responds to requests from handicapped clients for assistance; researches available history data and analyzes results; determines appropriate remedial measures; advises clients of alternative solutions to problems.
2. Maintains records on client contacts and referrals; initiates correspondence for follow-up and/or to determine changes in client status.
3. Prepares newsletter for handicapped clients on mailing list concerning available state, public and private services and resources; assists in developing new resources.
4. Maintains effective working relationships with handicapped clients; establishes and maintains good rapport with local groups with particular emphasis on mutual cooperation.
5. Gathers material for brochures regarding the rights of handicapped persons; by oral and/or written communications, advises handicapped persons of rights and benefits available.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

HANDICAPPED SERVICE REPRESENTATIVE I (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of college with coursework in the social sciences or related field.

Requires one year experience in the social sciences field or a related area.

Knowledges, Skills and Abilities

Requires working knowledge of applicable state laws on the handicapped.

Requires working knowledge of state, public and private organizations.

Requires working knowledge of available community resources.

Requires elementary knowledge of journalism and English grammar.

Requires ability to establish and maintain satisfactory working relationships with the community and coworkers.

Requires ability to understand and interpret applicable laws affecting the handicapped.

Requires ability to prepare narrative reports.

Requires ability to determine client needs.

Requires ability to file alphabetically and numerically.

Requires ability to gain the confidence and cooperation of public and private organizations.

Requires ability to talk with diverse socio-economic groups.

Requires ability to prepare narrative reports and to keep records.