

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RELATIONS REPRESENTATIVE

POSITION CODE: 19670

Effective: 12-1-02

DISTINGUISHING FEATURES OF WORK:

Under general supervision, serves as field liaison for customer assistance; plans for and provides consultative services, guidance, and specialized assistance to people with disabilities and customers seeking or receiving rehabilitation services; serves as ombudsperson between customers and counselors; facilitates in the settlement of problems and disputes; develops and maintains appropriate confidential case files; produces informational handbooks and training materials, handbooks for the vocational rehabilitation of, and home services for, customers and professionals; serves customers experiencing difficulty obtaining services; establishes and maintains relationships with private, community, educational and human service organizations; and conducts outreach presentations to disseminate information about the agency, the program and ADA issues.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives and investigates customer complaints pertaining to problems arising out of services provided by the agency; serves as ombudsperson between the customer and counselor; assists agency customers to understand rights and benefits; ensures appropriateness of the Individualized Written Rehabilitation Program and that services provided are in the best interests of the customer; identifies and assists with the resolution of sensitive client problems at the lowest possible level.
2. Serves as field liaison in the Customer Assistance Program, negotiating on behalf of customers experiencing difficulty; provides comprehensive advocacy services to customers on an individual basis in an assigned geographical region; consults with other staff to explore case strategy development; conducts research and inquiries to obtain information in order to advocate customer wishes; provides representation to customers in informal and formal hearings to appeal unfavorable case decisions; works with attorneys in preparing court actions for customers.
3. Generates and maintains confidential case files, recording the steps used in resolving problems; collects and compiles casework data following intake and case management system plan to compliance with annual federal reporting requirements, and prepares monthly reports based on these statistics; identifies problem areas in service delivery and makes recommendations for improvement and system changes, including rules and law changes; participates in quarterly case peer review which includes analysis and reporting on open and closed cases per federal law and guidelines and recommends strategies for case resolution.
4. Develops and implements facets of a regional area advocate outreach program plan which combines federal and state resources to meet all feasible customer needs and create greater awareness of customer rights and how the rehabilitation service system in Illinois operates with a strong focus on outreach to unserved and underserved populations; implements internship programs and serves as mentor to students pursuing careers in the rehabilitation field.

HUMAN RELATIONS REPRESENTATIVE (Continued)

5. Establishes and maintains good working relations with governmental, public, private, rehabilitation and human services agencies, referral sources, and service providing agencies to explain the scope of services provided by the agency and to gain support and create an effective service delivery system network; serves as intermediary between advocacy groups and the agency.
6. Conducts research for, and prepares for the review of the customer's vocational rehabilitation handbook and/or the customer's handbook for home services, which describe the process, service authorized, program provisions and customer's rights and responsibilities.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in social services, political science, public administration, rehabilitation or counseling and guidance or a closely related area, plus completion of an agency sponsored training program.

Requires one-year professional experience in human relations or related field.

Knowledges, Skills and Abilities

Requires ability to negotiate and mediate on behalf of persons with disabilities.

Requires extensive knowledge of social, cultural and economic factors of minority group problems, and the issues related to physical and mental disabilities.

Requires extensive knowledge of civil rights laws, and the provisions of the Americans with Disabilities Act and Human Rights statutes, both state and federal.

Requires working knowledge of private and governmental organizations, and familiarity with the programs and services offered by the department.

Requires working knowledge of the organization, operations, policies and programs of the public employment service.

Requires ability to secure effective cooperation of coworkers and representatives of labor, industry and the general public in furthering equal opportunity employment.

Requires ability to travel.

Requires ability to impartially investigate complaints pertaining to minority groups' problems, to collect and evaluate data, to appraise situations and personalities and to formulate and make recommendations for solutions to these problems.

Requires ability to plan and prepare informative and educational articles and materials and to make speeches on minority group and human relations problems.

Requires ability to make clear detailed reports and to express ideas clearly and effectively both orally and in writing.

May require ability to communicate in Spanish or sign language as well as in English.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.