

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RIGHTS INVESTIGATOR TRAINEE

POSITION CODE: 19768

Effective: 9-1-15

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, participates in an agency-sponsored training program for a period of six to eighteen months, receiving work assignments to acquire knowledge and skills as a human rights intake worker, counseling complainants, ascertaining jurisdiction, taking charges of alleged discrimination and learning to carry a caseload of selected simple investigations; or receives training in the investigation and processing of a caseload of selected perfected charges of discrimination by analyzing evidence in terms of the Illinois Human Rights Act, rules and regulations, and operating procedures; receives progressive training in the development of reports of findings of fact, parties' terms of settlement and agreement, and necessary correspondence to concerned parties; travels as needed to accomplish the operational goals and objectives of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives training in counseling complainants by letter, phone, or in person on general information of discrimination and content of complaint forms; evaluates forms to ascertain jurisdiction under the Human Rights Act and completes required reports, forms, recommendations and correspondence; receives training on a caseload of selected simple investigations as workloads necessitate.
2. Assists higher level human rights investigators to collect information on cases in the form of statistics, records, and other documentation, as well as by interviews of complainants, employers, and witnesses; assists staff to conduct informal fact-finding conferences including both parties to a case.
3. Receives training on systemic discrimination cases involving a pattern, practice or policy where the alleged discrimination has a broad impact on an industry, profession, company or geographic area such as barriers in recruitment or hiring, restricted access to promotional opportunities or higher level positions, exclusion of qualified persons, unlawful pre-employment inquiries, age discrimination, or compliance with customer preferences that result in discriminatory practices; receives training on how to operate as a team member on cases involving groups of complainants and tracing patterns of discrimination by specific respondents.
4. Receives training on the proper collection of information, testimony, and records on employment, housing, credit, and public accommodations discrimination cases or sexual harassment in education cases; learns to conduct on-site visits, informal hearings, or conferences.

HUMAN RIGHTS INVESTIGATOR TRAINEE (continued)

5. Receives training in the methods of case analysis with the objective to make recommended decisions; receives training to prepare reports on cases for administrative review.
6. Receives training and assists with negotiations of settlements at any point in an investigation when both parties agree to conciliation.
7. Participates in and completes agency-sponsored training and other training or continuing education programs to develop professional skills and knowledge of the philosophy, procedures, rules and regulations of the agency.
8. 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 of college preferably with coursework in business, public, or personnel administration or social sciences.

Requires no previous experience.

Knowledges, Skills and Abilities

Requires elementary knowledge of human rights issues.

Requires ability to communicate effectively both orally and in writing.

Requires ability to learn to analyze information and make recommended decisions.

Requires ability to learn to apply the basic provisions of the Illinois Human Rights Act in an investigation.

Requires ability to acquire basic investigative and caseload management skills.

Requires ability to use a personal computer and electronic word processing software to record and organize data.

Requires ability to maintain accurate, complete and correct records as required by law.

Requires ability to develop and maintain cooperative relationships with management, staff, respondents, government representatives and the general public.

Requires physical, visual and auditory abilities necessary to carry out assigned duties.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.