

Class Concept

Positions in this class provide human relations consultation and program supervision to local and regional areas across the State for the North Carolina Human Relations Commission. Positions serve as consultants within specific regions of the State to develop and promote better human relations within and between factions in local communities, coordinate employment and training of minority groups in government and private industry, provide crisis intervention support, and handle employment/housing discrimination complaints. Work includes investigation and conciliation of discrimination regarding complaints of unfair housing practices, and employment discrimination, as well as legal rights education and outreach/community relations activities. Work is aimed at achieving an understanding and balancing of diverse public attitudes regarding human relations in the minority population. Work involves providing direct investigation and conciliation on or sensitive housing and employment discrimination cases. Development of investigative plans, drafts of written documentation of findings, and initiation and development of final conciliation agreements. Where litigation action may be appropriate, cases are referred to supervisor for review. Provides crisis intervention in civil rights conflicts and makes presentations to community groups and realtor organizations to inform and educate regarding legal rights and consistent practices on human relations issues. Work is performed under the supervision of the Commission Director and is reviewed through periodic conferences and reports to determine the effectiveness of the State's Human Relations Program.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of federal and state civil rights and antidiscrimination laws, statutes and regulations. Knowledge of legal research techniques and investigation techniques.
- Working knowledge and understanding of social and economic causes of discrimination and human relations problems.
- Skills in negotiation and mediation techniques, and settlement of opposing viewpoints.
- Ability to work effectively under pressure and exercise tact and diplomacy in tense situations.
- Working knowledge of state and local governmental structures and ability to deal with people on official and community levels.
- Strong verbal communication and writing skills to effectively present ideas.
- Ability to evaluate and disseminate factual information soundly and create proposals for solutions to problems.
- Ability to maintain a fair and impartial attitude in the investigation, analysis, and conciliation of civil rights and human relations complaints and disputes.
- Ability to conceive, develop and implement programs, provide training, guidance, and technical assistance as problems/issues occur.

Minimum Education and Experience

Bachelor's Degree from an appropriately accredited institution and two years of experience in social work, personnel administration, rehabilitation counseling, investigation, or a related field which provides an understanding of human relations issues, programs, and problems; or an equivalent combination of training and experience.