

### Class Concept

This is professional and analytical consultative work providing staff assistance in planning and/or evaluating human service programs in several functional program areas serving distinct and varied client populations. Work involves designing and conducting projects/ studies in assigned areas which are characterized by a variety of program services linked through either integrated or diverse service delivery systems. Positions serve either as a planner, assisting with program planning and data collection and analysis; or as an evaluator, designing the project and selecting the analytical tools/techniques, determining the reliability of results, and the preparation of reports. Positions plan and/or evaluate human service programs in several functional program areas or in a single, complex functional program area where there are distinct client population groups. Program areas are normally characterized by a variety of program services linked through an integrated service delivery system or a single program area with diverse service delivery components. Positions follow established project planning and evaluation design procedures or assist in the development and selection of procedures, techniques, and reporting.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

##### Planner

- Working knowledge of the principles and practices of public administration and planning an ability to communicate effectively with professional and administrative personnel
- Ability to exercise judgment and discretion in applying and interpreting policies and procedures

##### Evaluator

- Basic knowledge of the use and capabilities of manual and EDP systems in gathering, storing, retrieving, and analyzing data
- Working knowledge of theory and source literature in the subject area(s)
- Considerable knowledge of the process involved in program evaluation methodology
- Ability to write and present reports and information in an appropriate and effective manner

#### Minimum Education and Experience

##### Planner

Bachelor's degree in public service administration, psychology, sociology, or social work or a human service programmatic field, from an appropriately accredited institution; or

Bachelor's degree from an appropriately accredited institution, and two years of administrative or consultative experience in a human service program; or an equivalent combination of education and experience

##### Evaluator

Bachelor's degree in psychology, sociology, or social work or a human service programmatic field, from an appropriately accredited institution; or

Bachelor's degree from an appropriately accredited institution and two years of program evaluation or consultative experience in human service programs; or an equivalent combination of education and experience