

### 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 plan and/or evaluate human service programs in a variety of functions program areas or in one or more complex functional program areas where there are distinct and varied client populations. Program areas are normally characterized by a variety of diverse program service or components that must be integrated in a service delivery system. Positions assist in the development and selection of project planning and evaluation design procedures, techniques, and reporting. Positions plan and/or evaluate human service programs in areas serving distinct and varied client populations. Program areas are characterized by a variety of diverse program services with multiple service delivery systems. Positions independently develop and select the project planning and evaluation design procedures, techniques, and reporting.

### Recruitment Standards

#### Knowledge, Skills, and Abilities Planner

- Considerable knowledge of human service administration including human service and community service planning concepts, and of human service programs and support services in the functional areas to which assigned
- Ability to review and evaluate the effectiveness of human service programs and to provide guidance to state and local management in preparing new and improved programs

#### Evaluator

- Working knowledge of computer assisted statistical programs
- Considerable knowledge of the methods and techniques of social research and program evaluation, and ability to apply statistical concepts for evaluation of programs
- Ability to design or direct the design of data gathering instruments and tools and to assess the validity of the information obtained from these instruments; to analyze data, draw conclusions from the analysis pertaining to the evaluation of the value/potential of the program; and make recommendations/projections to management concerning the future direction/impact of the program on the target audience
- Ability to make presentations both oral and written on the analysis of the project/study

Minimum Education and Experience

Planner

Master's degree in public or human service administration or human services programmatic field from an appropriately accredited institution, and three years of human service experience, two of which must have been in human services program planning; or

Bachelor's degree from an appropriately accredited institution, and five years progressive administrative or consultative experience in a human service program, two of which must have been in human service program planning; or an equivalent combination of education and experience

Evaluator

Master's degree in the field of psychology, sociology, or social work from an appropriately accredited institution, and three years of experience in research and evaluation, using statistical methodologies in human service programs; or

Bachelor's degree from an appropriately accredited institution, and five years of experience in research, evaluation and statistical application in the human service field; or an equivalent combination of education and experience