

HUMAN SERVICES PLANNER/EVALUATOR II

This is independent professional and analytical work providing staff assistance in planning and/or evaluating human service programs in several functional program areas or in a single, complex functional program area where there are distinct client population groups. Work involves designing and conducting projects/ studies in the assigned area which is 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.

As a Planner, employees present and explain procedures and criteria associated with established planning systems to managers, and assist in the development of program objectives and operational plans. Employees are responsible for the collection and analysis of relevant data/information, and the preparation of documents and report for the specified planning period.

As an Evaluator, employees assist in the identification of project parameters and design the project including the selection of data collection instruments/tools and selection of analytical techniques. Employees are responsible for the analysis of data, the determination of reliability of the results, and the preparation of reports.

I. DIFFICULTY OF WORK

Variety and Scope - Work involves a variety of projects and studies related to the assigned program area and requires employees to provide technical assistance to management and staff in developing and designing goals. Tasks and duties are generally similar and relate to common goals. Work is normally of limited scope with the impact of studies limited to the assigned area. Work involves data collection and analysis, and preparation of relevant documentation.

Intricacy - Work in program planning requires analysis of information related to program objectives, strategies, and existing delivery systems while preparing and reviewing operational program plans. Work in program evaluation requires analysis of data using standard methodologies such as T-test and variance analysis, the collection of data using accepted techniques, and the preparation of the results for management's use. Employees may assist in the formulation of recommendations based on results of project analysis.

Subject Matter Complexity - Work requires an understanding of program planning or evaluation processes; data collection and analysis techniques; and a general knowledge of the programs and service delivery mechanisms in the assigned program area.

Guidelines - Generally established work procedures and methods are used guidelines usually consist of agency, State, and federal policies, procedures, regulations etc., related to program planning/evaluation. Novel/unique assignments may require the development of specialized procedures in order to accomplish objectives.

II. RESPONSIBILITY

Nature of Instructions - Employees receive general instructions and guidance from concerned managers and the supervisor. Supervisor will occasionally check work in progress to determine if special instructions are necessary.

Nature of Review - Periodic reviews are conducted by higher level specialists or supervisor. Problems concerning techniques procedures, and methods may be solved independently or referred to supervisor. Final products are reviewed by immediate supervisor and requesting managers to determine if objectives are met.

Scope of Decision - Work may require assisting management in reaching decisions on future activities or operations for specific programs within the area under consideration.

Consequence of Decisions - Work affects the quality of planning and program evaluation materials available to management in supporting the decision-making process. Indirect considerations of program continuation, expansion, cessation, or modification may result from the process.

III. INTERPERSONAL COMMUNICATIONS

Scope of Contacts - Work requires frequent contacts with higher level specialists, program managers, and other staff working in similar areas. Occasional contacts with local and regional management and with clients and general public.

Nature and Purpose - Contacts are for the purpose of discussing the projects/studies and for gathering data to be used in the analysis. Occasional contacts are for oral presentations of study results to interested persons.

IV. OTHER WORK DEMANDS

Work Conditions - Work is usually conducted in an office environment.

Hazards - Work requires occasional travel and employees are exposed to normal driving hazards.

V. RECRUITMENT STANDARDS

Knowledges, Skills and Abilities - (Planner) General knowledge of the principles and practices of public administration with more specific knowledge of the planning process; and of program areas to which assigned. Ability to communicate effectively with professional and administrative personnel; exercise judgment and discretion in applying and interpreting policies and procedures.

(Evaluator) - General knowledge of the methods and techniques of social research and evaluation, of the program areas under study. Some knowledge of computer-assisted statistical programs and working knowledge of statistical analysis of data. Ability to design data gathering instruments and to assess the validity of information obtained from these instruments; to analyze data and to draw conclusions from the analysis pertaining to the evaluation of the value/potential of the program/project; and make oral and written presentations on the analysis of the project/study.

Minimum Education and Experience -(Planner) A master's degree in public or human services administration or a human services programmatic fields preferably with course work in human services planning and one year of experience in human service program planning or administration; or graduation from a four-year college or university and three years of administrative or consultative experience in a human service program; or an equivalent combination of education and experience.

(Evaluator) A master's degree in the field of psychology, sociology or social work and one year of experience in research and evaluation using statistical methodologies in human service programs; or graduation from a four-year college or university and three years experience in research, evaluation and statistical application in the human service field; or an equivalent combination of education and experience.