

HUMAN SERVICES PLANNER/EVALUATOR III

This is advanced professional and analytical work providing staff assistance and consultation in planning or evaluating 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. Work involves designing and conducting projects/studies the assigned area which is normally characterized by a variety of diverse program service or components that must be integrated in a service delivery system.

As a Planner, employees present and explain procedures 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 reports 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 the reliability of the results and the preparation of reports.

I. DIFFICULTY OF WORK:

Variety of Scope - Work at this level involves assisting managers in identifying needs, objectives, and strategies for programs within assigned area of human services through the results of planning processes or evaluation studies. Employees work with multiple projects/studies in one or more areas or in a complex program area. Employees usually are responsible for presentation of reports and projects to management, boards and/or committees. Work may involve supervision of technical, clerical, or other staff.

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. Employees are expected to identify areas where existing systems may require modification and research alternatives that are available. Work in program evaluation requires analysis of data using standard methodologies such T-test and variance analysis the application of other inferential techniques, the structuring of data collection techniques, and the preparation of reports for management use. Employees assist in the formulation of recommendations based on the project analysis and employees are expected to determine other program areas where the results could be reasonably applied.

Subject Mater Complexity - Work requires knowledge of appropriate techniques and methods to achieve desired results for agency and program specific projects; a thorough understanding of program planning or evaluation processes; and, a thorough understand of the programs and the service delivery mechanisms in the assigned areas.

Guidelines - Normally, established work procedures and methods are available but new or unique projects/studies may require a review of professional texts and journals, and consultation with other professional resources. Guidelines consist of agency, State, federal policies, procedures, regulations, etc., related to program planning/evaluation.

II. RESPONSIBILITY:

Nature of Instructions - Instructions related to legally mandated activities are general and infrequent. Instructions from supervisor committees and/or boards are a general in nature, but employees participate in determining project/study parameters may initiate some projects. Non-routine matters may be discussed with supervisor.

Nature of Review - Work is reviewed periodically through conferences and review reports to ensure compliance with divisional and department goals, policies, and procedures.

Scope of Decisions - Decisions on structuring the project and the selection of data collection and analysis techniques affects the results of the study/project and how use the information may be in making management decisions. Work requires assisting management in interpreting the results and reaching decisions on future activities or operations of programs within the area under consideration.

Consequence of Decisions- Work affects the quality of planning and program evaluation material available to management in supporting the decision-making process. Indirect considerations of program continuation, expansion, cessation, or modification may result from the process. Development of new, innovative approaches to projects/studies can affect staff providing similar services.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Work requires frequent contacts with program management and staff, local and regional management, and with clients and the general public.

Nature and Purpose - Contacts involve discussions of program and project development, systems design, implementation efforts, and specific program and policy issues in current projects. Contacts also involve collecting information and presenting and explaining recommendations.

IV. OTHER WORK DEMANDS:

Work Conditions - For both roles, work is accomplished in a normal office setting.

Hazards - Work may require occasional travel and employees would be exposed to normal driving hazards.

V. JOB REQUIREMENTS:

Knowledges, Skills and Abilities: - (Planner) Considerable knowledge of human services administration and community planning concepts, and of human service programs and supportive services in the functional areas to which assigned. Ability to provide guidance to state and local management in planning new or improved programs, and to communicate effectively with professional and administrative personnel.

(Evaluator) Considerable knowledge of the methods and techniques of social research and evaluation processes, of the programs under study, and ability to apply statistics concepts for evaluation of programs. General knowledge of computer-assisted statistical programs, e.g., SAS, SPSS. Ability to design or direct the design of data gathering instruments/tools and to assess the validity of the information obtained from these instruments; to analyze data, draw conclusions/inferences from the analysis pertaining to the value/potential of the program; and, to make recommendations to management concerning the direction/impact of the program on the target audience/clients. Ability to make presentations both oral and written on the analysis of the project/study.

Minimum Education and Experience - (Planner) A masters degree in public or human service administration or a human services programmatic field, preferably with course work in human services planning, and two years of human service experience, one of which must have been in human service program planning; or graduation from a four-year college or university and four years of progressive administrative or consultative experience in human service program, one of which must have been in human service program planning; or an equivalent combination of education and experience.

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