

## HUMAN SERVICES PLANNER/EVALUATOR IV

This is advanced analytical and consultative work providing staff assistance in planning or evaluating human service programs in complex program areas serving distinct and varied client populations. Work involves designing, conducting, and administering projects/studies in an area characterized by a variety of diverse program services with multiple service delivery systems.

As a Planner, employees participate in the development of planning systems, explain associated procedures to management representatives and other staff planners, and assist in the development of integrated operational plans. Employees are responsible for administering the data/information collection and analysis processes, conducting the most crucial elements of the system, and the preparation of documents and reports for the specified planning period.

As an Evaluator, work involves structuring a program evaluation process for a broad spectrum of programs; conducting the most complex projects including the design of data collection instruments/tools and the selection of analytical techniques; and providing guidance to other evaluation specialists on their projects. Employees are responsible for ensuring that program evaluation needs in the assigned area are met.

### I. DIFFICULTY OF WORK:

Variety and Scope - Work involves assisting management in identifying needs, objectives, and strategies for satisfying planning or evaluation needs in the assigned human service program areas. Employees conduct multiple projects/studies and are responsible for the presentation of reports to management, boards, commissions, and committees. Work normally involves the technical supervision of other staff working on projects in the assigned area.

Intricacy - Work in program planning requires the analysis of information related to program objectives, strategies, and existing delivery systems while preparing and reviewing operational program plans. Employees are expected to identify necessary modifications to planning systems, research possible alternatives, and to formulate changes in the structure. Work in program evaluation requires the use of standard analytical methodologies and the application of inferential techniques, the structuring of evaluation efforts for the assigned area, and the preparation of reports for management's 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 applied.

Subject Matter Complexity - Work requires a thorough knowledge of related analytical techniques and methods; of program planning or evaluation processes; and, of the programs and service delivery mechanisms in the assigned area.

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

### II. RESPONSIBILITY:

Nature of Instructions - Instructions related to legally mandated activities and on-going assignments are general and infrequent. Instructions from supervisor, boards, or committees concerning special projects/studies are also general and address expected outcomes. Employees participate in determining project/study parameters and initiate many projects. Controversial or sensitive matters are discussed with the supervisor in order to determine the most appropriate course of action.

Nature of Review - Work is reviewed periodically through conferences, review of reports, and management critiques on the effectiveness of systems to ensure compliance with divisional and departmental goals, policies, and procedures.

Scope of Decisions - Decisions on the structuring of systems and projects, including data collection and analysis techniques, affects management decisions in a variety of program settings. Work requires assisting management in interpreting the results and reaching decisions on future activities or operations for 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 and systems can affect staff providing similar services in the organization.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contact - Work requires frequent contacts with program management and staff, local and regional management and with clients and the general public. Research related to systems design or approaches to unusual problems often involves contacts with professionals in the academic environment or representatives of other public employers.

Nature and Purpose - Contacts involve discussions of program and project development, systems design implementation efforts, and specific program and policy issues in current projects. These activities often require negotiation of timeframes, resources, and schedules. Contacts also involve collecting information, and presenting and explaining recommendations.

### IV. OTHER WORK DEMANDS:

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

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

### V. JOB REQUIREMENTS:

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) Considerable knowledge of the methods and techniques of social research and program evaluation, of the program areas under study, and ability to apply statistical concepts for evaluation of programs. Working knowledge of computer assisted statistical programs, e. g., SAS, SPSS. 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) A master's degree in public or human service administration or human services programmatic field, preferably with course work in human services planning and three years of human service experience, two of which must have been in human services program planning; or graduation from a four-year college or university 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) A master's degree in the field of psychology, sociology, or social work and three years of experience in research and evaluation, using statistical methodologies in human service programs; or graduation from a four-year college or university and five years of experience in research, evaluation, and statistical application in the human service field; or an equivalent combination of education and experience.