

HUMAN SERVICES PLANNER/EVALUATOR I

This is beginning level professional and analytical work in providing staff assistance to planning and/or evaluating human service. Work involves conducting planning or evaluation projects in assigned area which is generally characterized by a limited variety of programs where service delivery systems and client population are similar.

As a Planner, employees 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 reports for the specified planning period.

As an Evaluator, employees design the project based on established parameters including selection of data collection instruments/tools and selection of analytical techniques. Employees are responsible for the analysis of data and the preparation of reports.

I. DIFFICULTY OF WORK

Variety and Scope - Work involves a limited variety of projects and studies that deal with related services and programs. Employees normally conduct short-term projects or studies that are limited to scope and require minimal systems development activities. Employees provide assistance to managers/staff in structuring activities based on identified need.

Intricacy - Work in program planning requires analysis of information related to program objectives, strategies existing delivery systems and projected service needs in order to develop and review operational plans. Work may require some interpretation of service delivery goals and legislative mandates.

Work in program evaluation requires analysis of data using standard methodologies such as T-test or variance analysis, the collection of data using accepted techniques, and the preparation of results for management use. Employees may assist in the formulation of recommendations based on results of project analysis.

Subject Matter Complexity - Work requires an understanding of the principles and applications of program planning or evaluation processes; identification, analysis, and documentation of data pertinent to completion of projects/studies; and, a general understanding of the programs and service delivery mechanisms in the assigned areas.

Guidelines - Generally well established work procedures and methods are used. Guidelines usually consist of agency, State, and federal policies, procedures, regulations, etc., related to program planning/evaluation. Specific techniques and parameters are outlined for any significant new project/study.

II. RESPONSIBILITY

Nature of Instructions - Employees generally receive guidance and instruction on initiation of projects, at critical phases while projects are in progress and at the completion stages of new or unusual planning and evaluation projects. Employees generally plan for their daily activities based on established goals and objectives.

Nature of Review - Work is usually reviewed and evaluated by higher level planners, evaluators, or program managers. Review may be on a task basis or at periodic intervals of work completed.

Scope of Decisions - Decisions normally affect specific program areas through contributions of the planning and evaluation process.

Consequence of Decisions -- Decisions, findings, or recommendations from the planning, evaluation process could have some impact on programs and service delivery based on management's support and endorsement, and the resulting operational decisions.

III. INTERPERSONAL COMMUNICATIONS

Scope of Contacts - Work generally requires frequent contact with immediate supervisor and program staff in the process of planning/evaluation projects. Work requires occasional contact with the public or agency clients.

Nature and Purpose - Employees may discuss the planning, evaluation project procedures process, design and findings with management and program staff on assigned areas of work.

IV. OTHER WORK DEMANDS

Work Conditions - Conditions are usually agreeable. Usually work in an office.

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 and planning and an ability to communicate effectively with professional and administrative personnel; and an ability to exercise judgment and discretion in applying and interpreting policies and procedures.

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

Minimum Education and Experience - (Planner) - A four year degree in public service administration, psychology, sociology, or social work or a human service programmatic field, preferably with coursework in human service planning; or graduation from a four-year college or university and two years of administrative or consultative experience in a human service program; or an equivalent combination of education and/or experience.

(Evaluator) - Graduation from a four-year college or university with a degree in psychology, sociology, or social work or a human service programmatic field, preferably with coursework in human services program evaluation; or graduation from a four-year college or university and two years of program evaluation or consultative experience in human service programs; or an equivalent combination of education and experience.