

**MAJOR FUNCTION**

This is professional work evaluating human services programs and planning for the delivery and development of human services programs in the community. An employee in this class is responsible for the design and application of evaluative techniques in the assessment of human services intervention strategies. Work involves, but is not limited to, performing critical area studies, preparing human services projects and special crime/drug abuse intervention strategies. Work is performed with considerable independence under the general administrative direction of an administrative superior. Work is reviewed through conferences, reports, recommendations, and results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Designs and conducts research to assess human services needs. Designs and applies recognized statistical evaluative techniques in the programmatic evaluation of all human services intervention strategies implemented through the Department of Neighborhood and Community Services.. Prepares research and evaluative reports and brochures. Develops grant proposals to address human services needs. Researches and drafts project reports for review and approval. Keeps the administrative superior abreast of the progress of work activities, including the results of any evaluations. Tracks services funding, research, monitoring, grant proposal development and program implementation, including work order and contract expenditures. Distributes funds earmarked for community organizations. Assists community human services agencies in grant preparation and interpretation of evaluative reports. Also participates in contract development and monitors recipients of contracted services. Prepares division reports,. Serves on various human services committees. Provides technical assistance to agencies (particularly city-funded projects) in the areas of program design and development, program evaluation, record keeping, grant writing, and other contract management functions. Serves as the City's representative to the Community Human Service Partnership (CHSP). Tasks associated with the CHSP include: updating all printed materials (such as the CHSP application); conducting agency and volunteer workshops; developing press releases; recruiting committee volunteers; developing comprehensive budgets; coordinating and conducting agency site visits; managing the Joint Planning Board membership and participation; reviewing program proposals; conducting appeals hearings, developing policies and procedures; and completing all additional assignments associated with this process. Responding to community inquiries regarding human services needs and resources. Staffing and managing the department's Community Improvement Advisory Council. Performs related work as required.

**Other Important Duties**

Prepares material pertinent to division budget requests. Completes special projects as assigned. Keeps abreast of general and specific developments in the job field. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of research design and scientific evaluation methods. Knowledge of standard statistical principles and methods. Knowledge of the human services programs and evaluation techniques. Knowledge of the principles of public budgeting. Knowledge of the collection and preparation of preliminary reports on planning programs. Ability to recommend responses to human services needs based on programmatic and statistical evaluations. Ability to keep accurate statistical and other records, both hard copy and by micro computer. Ability to establish and maintain effective

work relationships as necessitated by the work. Ability to prepare reports. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to communicate clearly and concisely both orally and in writing. Skills in methods and analysis. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Graduation from a four year college or university with a degree in business or public administration, sociology, social work, psychology, planning, or a related field, and two years of professional experience that includes statistical research and analysis, program evaluation or planning; or an equivalent combination of training and experience.

Established: 08-20-91  
Revised: 05-30-00  
04-16-04\*