MAJOR FUNCTION
This is professional work analyzing and evaluating human services programs to track social return on investment (SROI) and to advance community resilience strategic priorities. Duties include the design, application, and reporting of evaluative techniques in the assessment of human services intervention strategies. Work involves, but is not limited to, performing critical area studies, including needs analysis, developing performance, analyzing information and data, and conducting research. Work is performed under the supervision of a manager. Performance is reviewed through observations, conferences, oral and written reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Designs and conducts research to assess human service needs. Designs and applies recognized statistical evaluative techniques in the programmatic evaluation of all community services intervention strategies implemented through the Department. Prepares research and evaluative report and makes recommendations that result in improved intervention strategies to address identified community needs, as well as other applicable documents. Analyzes and measures success and cost- effectiveness of programs. Keeps the manager abreast of the progress of work activities, including the results of any evaluations. Assists in the development and implementation of programs and projects specific to the goals and objectives included in the City's community resilience and strategic plans. Collaborates with other team members to support and implement initiatives that align with the City's priorities and strategic initiatives. Maintains appropriate records and provides detailed, technical reports as required.

Other Important Duties
Supports grant application through research, data gathering, and reports. Keeps abreast of general and specific developments in the specialization area. Assists with promoting the City's sustainability and resilience efforts through outreach and other activities. Performs essential personnel duties during emergency response. Completes special projects as assigned.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Knowledge of standard statistical principles and methods. Knowledge of federal, state, and local laws and regulations specific to the human services field. Knowledge of the collection and preparation of preliminary reports on planning programs. Knowledge of resiliency and sustainability planning for human service programs. Ability to collect and analyze data and present in graphic form. Ability to recommend responses to human service needs based on programmatic and statistical evaluations. Ability to keep accurate statistical and other records. Ability to prepare complex reports. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to communicate clearly and concisely, both orally and in writing. Ability to establish and maintain effective working relationships with peers, supervisors, other agency personnel, and the public. Skills in word processing, spreadsheets and database software programs. Skills in research methods and analysis. Skills in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience
Possession of a bachelor's degree in sociology, public health, public administration, 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.

Necessary Special Requirements

For designated positions must possess a valid Class E State driver's license at the time of appointment.

Established: 08-20-91
Revised: 05-30-00
04-16-04*
01-23-20
09-12-20