

ASSOCIATE DIRECTOR FOR PLANNING AND EVALUATION

DEFINITION

Under direction of the Human Services Director; provide leadership for planning and evaluation of all county human services policies and programs. Facilitate collaboration in planning and evaluation with a wide array of public and private partner agencies such as school districts, municipalities, non-profit service providers, law enforcement and court systems, and other funders of human services. Develop human services department information system plans and oversee human services department information resources. Advise the County Executive and Board of Supervisors on human services policy and program issues. Foster public, consumer, provider agency, staff, and other stakeholder involvement in planning and program improvement. Perform related duties as required.

EXAMPLES OF DUTIES

Leads a departmental planning process with the Director, management team, and staff specialists which produces a 3-5 year strategic plan with an annual operating plan, updated annually. Leads a departmental evaluation process which provides a framework for evaluating outcomes, cost effectiveness, process improvement, and customer satisfaction of all purchased and provided services. Supervises evaluation of major departmental policies and programs.

Facilitates and co-leads joint planning with public and private sector partners in a variety of human services and related program areas. Includes joint community assessment with schools, municipalities, United Way, and other partners as well as many other collaborative planning efforts.

Develops analyses of major opportunities for improvement in the effectiveness and efficiency of services to the public. Assists the Director in designing methods and projects to promote continuous quality improvement in all services, with staff and customer involvement in the process.

Leads the development of a department multi-year and annual plan for information system development, in cooperation with the county's Department of Administration as service provider and division staff and policy-makers as primary information users. Supervises staff analysts and data base coordinators. Leads inter-departmental staff and management teams, and participates in intra-departmental teams, to promote effective planning, evaluation, and information development. Cooperates with the Associate Director of Budget and Administration in the development of major program and policy initiatives through the budget process. With the Director, staffs the Human Services Board and provides other services to the County Executive and Board of Supervisors as assigned.

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ASSOCIATE DIRECTOR FOR PLANNING AND EVALUATION (continued)

EMPLOYMENT STANDARDS

Education and Experience: Either 1) a master's degree in a human services field, business administration, public administration, planning, or a closely related field plus three years experience in program planning, evaluation, information system development, or health and human service program management; or 2) a bachelor's degree in one of the above specified fields and five years of the experience specified above.

Knowledges and Abilities: Knowledge of strategic and operational planning. Ability to plan for major system change. Ability to assess community and client group needs and strengths. Knowledge of program evaluation methods including assessment of effectiveness, efficiency, process improvement, and customer satisfaction. Ability to plan information systems and manage data resources. Ability to lead and participate in cooperative teams. Knowledge of supervisory principles and practices. Ability to communicate effectively. Ability to assess and interpret complex information. Human services program knowledge preferred but not required.