

MANAGER PLANNING & EVALUATION**NATURE OF WORK**

This is highly responsible professional and supervisory work in the reviewing, coordinating and implementing of the department's planning, monitoring and evaluation services.

Work activities include supervision of the department's planning and monitoring staff, oversight of Financially Assisted Agency (FAA) process, including setting standards and criteria for evaluation of performance and the preparation of the Health and Human Service Element of the Comprehensive Plan and supervision of the Ryan White Care Act Funds. The work requires considerable contact with other social agencies, public officials, civic groups and the general public. Work is performed with considerable independence within the scope of professional methods and procedures to accomplish assigned subordinate human/social service planners and technical personnel in the planning process. Work also entails providing assistance to community wide funding partners in the areas of policy formulation and implementation as well as community organizational planning and programming for health and human services. The work is performed under the supervision of the Director, Community Services.

EXAMPLES OF WORK

Issues counseling forms/disciplinary actions; handles employee complaints and grievances; recommends the hiring and firing of staff.

Manages the daily operation of Planning and Evaluation through subordinate staff. May assist County staff and divisional directors with strategic planning, technical or administrative issues, technical research and standards of development.

Supervises and participates in research, staff development and in-service training programs.

Manages and coordinates the planning, implementing and evaluation of health and social service development of the department as it pertains to the county at large.

Supervises subordinate planner and monitoring personnel engaged in the development of a centralized structure and process for planning, coordination, monitoring, evaluation and development of Health and Human Services policy and guidelines.

Supervises the Ryan White Care Act Program staff.

Provides staff direction for the Palm Beach County Citizens Advisory Committee on Health and Human Services.

Accesses and evaluates the success or failure of the HHS Element.

Provides intergovernmental, inter-agency and community wide communication on public issues as they relate to the department.

Coordinates public hearing and special community meetings for the Department of Community Services.

Coordinates social service activities with the work of other departments and with appropriate community agencies.

Provides research planning and evaluates programs that support the development and implementation of policies to improve the health and social well being of the residents of Palm Beach County.

MANAGER PLANNING & EVALUATION - CONT'D**EXAMPLES OF WORK - CONT'D**

Develops and administers an ongoing program of assessment of health and human service needs and initiates effective methods to evaluate, plan and implement a delivery system for target populations throughout Palm Beach County.

Plans and conducts community presentations on programs or issues.

Develops through the Health and Human Services Element of the Comprehensive Plan.

Monitors national, state and local activity within the Health and Human Services delivery system.

Provides technical assistance to the Board of County Commissioners, Citizens Advisory Committee, Department of Community Services and general public in the areas of policy formulation and implementation and organizational planning and programming.

Prepares various reports on the status and progress of projects that are required by the Department and/or Board of County Commissioners.

May act directly as a project manager for county wide projects or for projects that the Director of Community Services designates as critical to the interest of the County.

Maintains current knowledge of trends and development in the field for application to function under charge; i.e., demographic analysis, research and planning techniques and criteria, state statutes.

Supervises update and maintenance of the program, monitors progress of work programs, schedules work activity and documents progress.

Assists with the development of uniform grant proposals.

Oversees design of current and future operations, maintenance and management of database informational systems.

Identifies problems within the overall database system as it relates to health and human services and determines corrective action.

Reviews and makes recommendations on all requests for hardware, software, data processing and programming for planning and evaluation purposes.

Coordinates computer activities, including applications, training, installations, documentation and purchasing for planning and evaluation purposes.

Performs related duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of recent developments, current literature and sources of information regarding Health and Human Services planning, behavioral health care and social service delivery trends.

Thorough knowledge of economics, public finance and sociology as it applies to Health and Human Services planning.

Thorough knowledge of research techniques, methodology and tools of program review and evaluation.

Thorough knowledge of the principles and practices of institutional management and the techniques of organizational and program planning.

Thorough knowledge of the principles and practices of general accounting and office administration.

MANAGER PLANNING & EVALUATION - CONT'D**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES - CONT'D**

Extensive knowledge of the Federal, State and local policies, rules and regulations governing program funding and management.

Ability to read, analyze and interpret program instruction as indicated through Federal regulations, State guidelines and County Administrative orders.

Considerable knowledge of the theories, principles and practices of social service planning and programming.

Considerable knowledge of information processing, information management and office automation systems and methodology for compatible interaction.

Considerable knowledge of the theories and principles and practices of public administration.

Considerable knowledge of the organizational structures, functions, operations, objectives and goals of county government.

Considerable knowledge of creative problem solving methods, group dynamics, team building and consensus methods.

Ability to apply the formal principles of logic, to gather and analyze data and draw logical conclusions.

Ability to plan, implement and coordinate technical and administrative programs.

Ability to prepare detailed and comprehensive program related plans, proposals and reports.

Ability to develop and maintain effective working relationships with the human services and funding partner professions, community organizations, staff personnel and public.

Ability to address an audience effectively and to present comments and opinions clearly and concisely, both orally and in writing and to effectively communicate the County's interests before elected and appointed officials as well as the general public.

Ability to establish and maintain effective working relationships with the general public, coworkers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.

Ability to analyze facts and exercise sound judgment in decision making.

MINIMUM ENTRANCE REQUIREMENTS

Graduation from an accredited college or university with a Master's Degree in Public Administration, Planning, Social Science or closely related field; five (5) years experience in health and human services program planning, research and evaluation which includes information systems management and employee supervision; or any equivalent combination of related training and experience.