

SOCIAL SERVICE OCCUPATIONAL GROUP [249]**PROGRAM EVALUATOR (ACS)****General Statement of Duties and Responsibilities**

Under general direction, working as part of an Administration for Children's Services (ACS) assessment team, evaluates and analyzes the work of contracted service providers engaged in providing referral, preventive, foster care or other protective services to children and families; or serves as a liaison between City agencies or programs and community groups and service provider agencies; supervises assigned staff; performs related work.

Examples of Typical Tasks

Creates and implements procedures and data collection tools to measure, record and track the work of service providers.

Monitors program performance utilizing quantifiable performance data, case record reviews, site assessments, interviews with parents, foster parents and children and feedback from service providers and client advocates. Visits service provider sites to gather information and conduct interviews.

Conducts comprehensive evaluations of case practice and services delivered by foster care and preventive service agencies and utilizes collected data to identify program specific strengths and weaknesses.

Provides guidance, feedback and suggested revisions for quality improvement to contracted service providers. Serves as liaison.

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PROGRAM EVALUATOR (ACS) (continued)

Examples of Typical Tasks (continued)

Prepares written data performance reports and provides individual performance composites for service providers to improve the overall provision of services to children and families.

Identifies program deficiencies and initiates corrective actions. Conducts ongoing monitoring of provider agency improvement efforts and corrective action plans.

Reviews case practice utilizing specialized Provider Agency Measurement System (PAMS) modules and other standardized assessment tools.

Prepares periodic summary reports comparing performance productivity to stated goals and objectives.

Assigns and trains subordinates to perform information gathering and analysis and to prepare reports and other documents. May train ACS or contract agency service provider staff.

In the temporary absence of the supervisor, may perform the duties of the supervisor.

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PROGRAM EVALUATOR (ACS) (continued)Qualification Requirements

1. A master's degree from an accredited college in social work, economics, finance, accounting, business, personnel or public administration, human resources management, management science, operations research, organizational behavior, statistics, labor relations, psychology, sociology, nursing, counseling, child welfare, political science, urban studies, education or a closely related field, and two years of satisfactory full-time professional experience performing quantitative/qualitative statistical analysis in the evaluation of social service programs and or operations, or utilizing statistical analysis in social service program-level planning. At least one year of this experience must have been in a supervisory, administrative, managerial or consultative capacity or related area; or
2. A baccalaureate degree from an accredited college in one of the fields listed in "1" above and three years of the full-time satisfactory professional experience described in "1" above, including at least one year of experience in a supervisory, administrative, managerial or consultative capacity or related area.

Six semester credits from an accredited college in statistics and/or research methodologies may substitute for up to 6 months of the experience described in "1" above.

Direct Lines of Promotion

From: To Be Determined

To: Administrative Director of
Social Services (M 10056)