

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

SOCIAL SERVICE PLANNER SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
SOCIAL SERVICE COMMUNITY PLANNER	41295
SOCIAL SERVICE PROGRAM PLANNER I	41311
SOCIAL SERVICE PROGRAM PLANNER II	41312
SOCIAL SERVICE PROGRAM PLANNER III	41313
SOCIAL SERVICE PROGRAM PLANNER IV	41314

Effective: 8-1-21

DISCUSSION

The Social Service Planner series is designed to provide paraprofessional and experienced professional and technical staff services in the development of an innovative system of human services for the community. Positions in the Social Service Planner class series function as members of teams to determine how inter-agency services can be administered on a commingled, decentralized basis with the consideration of community needs and the inclusion of community residents in the design and delivery of state services. The uniqueness of the Social Service Planner series resides in the assignment to resolve governmental and cultural problems via a milieu-oriented, systematic approach through service program planning, analysis and coordination. Systems planning is developed in the following or similar areas: service definition, service resource mobilization, organizational design, procedures design, management information, program assessment, community research and evaluation, separation and budget and fiscal. Although some of the areas are based on other disciplines, the requisite knowledge is applied within a social welfare service frame of reference.

LEVEL DISCUSSION

Paraprofessional: The Social Service Community Planner is the paraprofessional level of the planning team, contributing to the development of meaningful service programs. One of the valuable roles of the community planner is to act as a resource person providing feedback on community response to innovations of the service delivery system. Knowledge gained through residency in a community that has a demonstration project is requisite experience for anticipating community response to program modifications of a service delivery system.

Professional: The Social Service Program Planner class series are the experienced and professional levels of the planning team. The Social Service Program Planner I - IV are the classes that provide varying degrees of expertise in designing, analyzing, coordinating and implementing a comprehensive service delivery system.

SERIES VOCABULARY

Service Delivery System: The total set of interrelated organizations and processes by which services are provided.

Team: A nonhierarchical group of Social Service Program Planners and at least one resident of the community (Social Service Community Planner) engaged in planning the service delivery system.

Unit: An organizational entity assigned a specific task by purpose area.

SOCIAL SERVICE COMMUNITY PLANNER

POSITION CODE: 41295

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs specialized paraprofessional duties such as planning, analyzing and coordinating agency resources and services; participates as a team member of a planning unit by conducting research and providing input and assistance into the development of effective service programs; serves as a community representative and a program resource liaison to agency staff, other groups and the public.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provides input as a member of a program planning team to depict community conditions and assist in identifying and defining service requirements and analyzing and coordinating resources and services for the service delivery system; assists in making decisions regarding the most feasible and effective service options.
2. Conducts research and provides input and assistance into preparing and documenting plans for specific service programs and for the overall service delivery system; reviews and processes service documents to ensure requested services are provided and to determine if information is accurate and complies with all current laws, rules, policies and procedures.
3. Functions as a community representative on the planning team to provides assistance in predicting community response to potential service programs; serves as a program resource liaison to agency staff, other groups and the public by responding to inquiries regarding services and resources.
4. Assists in compiling, analyzing and documenting community data regarding the service delivery system; assists other team members with preparing various reports regarding the agency's resources and service delivery system.
5. Attends meetings in which community residents relate their social service needs and provides input from research and previous studies; evaluates operating programs and develops recommendations to the planning team to improve the system's effectiveness and community and government service coordination efforts.
6. Utilizes, reviews and maintains various agency databases and other applications to monitor and update data regarding the service delivery system and agency resources.
7. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of high school.

Requires two years of experience in a community serviced by a demonstration project or a similar community experience.

SOCIAL SERVICE COMMUNITY PLANNER (continued)

Knowledge, Skills and Abilities

Requires working knowledge of community conditions and services.

Requires working knowledge of local community organizations.

Requires ability to participate in planning and program design with other staff, community representatives and the public.

Requires ability to establish effective working relationships with other staff, various groups and the public.

Requires ability to comply with all agency rules, regulations, policies and procedures.

Requires ability to understand and follow all written and oral instructions and to utilize agency computer programs.

Requires ability to effectively communicate ideas in written and oral form.

May require Health Insurance Portability & Accountability Act (HIPAA) certification.

May require a valid appropriate driver's license and the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a language other than English at a colloquial skill level. Some positions may require candidates to possess specific communication skills, such as Braille, sign language or other forms of manual communication.

SOCIAL SERVICE PROGRAM PLANNER I

POSITION CODE: 41311

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs technical social service program design planning, analysis and coordination of program plans for the division or agency as a team members of a planning unit; participates as a team member by providing input into the plan for the service delivery system; collects and analyzes data from research to determine if changes to the operational program and delivery system are effective; provides consultation to agency staff and program users to ensure compliance with all rules, regulations, policies and procedures.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs technical design planning, analysis and coordination of program plans as a team member in a planning unit; evaluates the operational programs of the social service system and of the efficiency of programs and services.
2. Monitors design plans to determine efficient utilization of program requirements within current policies and procedures and provides consultation to agency staff and program users; prepares documentation of program design plans and recommends policies and procedures changes, additions or improvements and submits to team members and/or supervisor for review.
3. Performs investigations and research of service areas to determine areas needing remedial action and improvements; assists other staff in defining detailed tasks and time frames essential to designing and implementing the service program plans.
4. Assists in developing procedures to regulate and prevent overlap and duplication of service programs and to ensure effective coverage and utilization of resources and services.
5. Monitors operational components of a program design plan to gather information and user feedback and submits to the planning staff to evaluate and determine the direction and goal of the plan and to assist in developing the final phases of the plan.
6. Organizes planning conferences with representatives from agencies, ~~and~~ the community and other interested parties and provides input regarding the delivery system's operations and the service design program.
7. Prepares plans, reports, documents and related correspondence regarding the social service program plans and distributes to team members; conducts meetings with team members and others involved in planning or utilizing agency programs and services.
8. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

SOCIAL SERVICE PROGRAM PLANNER I (continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college.

Requires one year of professional experience in community organization, social service work or in program planning and development.

Knowledge, Skills and Abilities

Requires working knowledge of the structure, organization and methods of social welfare institutions.

Requires ability to analyze programs and operations and make recommendations toward method and policy determinations.

Requires ability to aid in planning and developing a program design plan for the service delivery system with other staff, community representatives and the public.

Requires ability to establish effective working relationships with other staff, various groups and the public.

Requires ability to verify program operations comply with all agency rules, regulations, policies and procedures.

Requires ability to understand and follow all written and oral instructions and to utilize agency computer programs.

Requires ability to effectively communicate ideas in written and oral form.

May require a valid appropriate driver's license and the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a language other than English at a colloquial skill level. Some positions may require candidates to possess specific communication skills, such as Braille, sign language or other forms of manual communication.

SOCIAL SERVICE PROGRAM PLANNER II

POSITION CODE: 41312

DISTINGUISHING FEATURES OF WORK:

Under direction, performs complex technical social service program design planning, analysis and coordination as a team members of a planning unit; participates as a team member by providing complex input into the plan for the service delivery system; gathers information from various sources and analyzes data from research regarding the service delivery system to determine the effectiveness of the program and compliance with all laws, rules, policies and procedures and to identify any needed improvements; provides input into the development and implementation of agency services; monitors service programs and activities of a unit or facility to verify operations are working effectively and efficiently and prepares documentation and reports to distribute to team members; serves as liaison with agency staff or other interested parties to provide technical assistance regarding agency services and resources; cooperates with other staff in developing training materials for programs designed to educate others on agency services; participates in special studies and projects as required.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Functions as a team member of a unit by providing technical input into the planning, analyzing and coordinating the design of a service delivery system; performs social service system studies of the operational programs of an agency's service delivery program and prepares evaluations of the effectiveness of the program; gathers and analyzes data from research to determine the effectiveness of the program and compliance with all laws, rules, policies and procedures.
2. Prepares complex program designs and recommends policies and procedures changes, additions and improvements and submits to team members or supervisor for review; monitors and analyzes an agency's operations to determine the goals of a program and to verify if the services are operating efficiently and effectively; coordinates meetings with team members to discuss the effectiveness of programs and services and the progress in accomplishing required standards.
3. Researches and investigates service areas to determine areas requiring remedial action and improvement; defines specific tasks essential to designing the service program and determines timeframes for implementing the programs operations.
4. Develops procedures to regulate and prevent program overlap and duplication of services and to ensure effective program coverage and utilization of resources and services in an agency.
5. Monitors plan development and design for the use of the planning staff to determine the optimum program policy implementation; utilizes research to determine relevant and current concepts and policies are utilized and implemented.
6. Organizes planning conferences with agencies, the community and other groups and provides input and support to attendees regarding the agency's delivery system and service design program; serves as liaison with agency staff or other interested parties to provide technical assistance and awareness of agency's services and resources.

SOCIAL SERVICE PROGRAM PLANNER II (continued)

7. Prepares plans, reports, documents and related correspondence and distributes to team members; cooperates with other staff in developing training materials for programs designed to educate others on agency services; participates in special studies and projects as required.
8. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college.

Requires two years of professional experience in community organization, social service work or in program planning and development.

Knowledge, Skills and Abilities

Requires extensive knowledge of program objectives of agencies developing social policy.

Requires ability to contribute significant input into the development of the design for the service delivery system and to work with other staff, community representatives and the public.

Requires ability to analyze and evaluate programs and operations and make recommendations towards making effective methods and policy changes or determinations.

Requires ability to establish effective working relationships with other staff, various groups and the public.

Requires ability to verify program operations comply with all rules, regulations, policies and procedures.

Requires ability to understand and follow all written and oral instructions and to utilize agency computer programs.

Requires ability to effectively communicate ideas in written and oral form.

May require a valid appropriate driver's license and the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a language other than English at a colloquial skill level. Some positions may require candidates to possess specific communication skills, such as Braille, sign language or other forms of manual communication.

DISTINGUISHING FEATURES OF WORK:

Under general direction, independently performs complex technical tasks and reviews of a social service program's design planning, analysis, coordination and implementation; functions as a member of a planning unit by providing complex input into the plan of a service delivery system; monitors and evaluates service delivery program's operations to establish goals for the program, to verify efficient delivery of services and to determine the most effective methods and procedures that enhance the implementation of services in the program; recommends new or revised policies and procedures to be utilized in service delivery programs; conducts assessments of service programs and monitors programs and services for compliance with all laws, rules, regulations, policies and procedures; prepares documentation and reports from reviews of service delivery systems and conducts follow-up analysis to determine compliance with current policies and procedures; provides consultation, training and technical assistance to community organizations, social services agencies, agency staff and the public regarding service delivery systems, agency resources and current regulations.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Independently performs complex technical tasks and reviews of a social service program's design plan, analysis, coordination and implementation; monitors and evaluates a service delivery program's operations to establish goals and objectives for the program, to verify efficient delivery of services and to determine the most effective methods and procedures that will enhance the implementation of services in a program; plans and coordinates the social service system studies of operational programs and program evaluations of an agency to identify and address any issues.
2. Functions as a member of a planning unit by providing complex input into the plan of a service delivery system; prepares complex program designs and creates new program and service plans; recommends new or revised policies and procedures to be utilized in service delivery programs.
3. Extensively researches service areas to determine areas requiring remedial action and improvement; defines detailed tasks and time frames essential to designing and implementing the service program plans; evaluates service delivery programs to determine compliance with all laws, rules, regulations, policies and procedures.
4. Develops procedures to regulate and prevent program overlap and duplication of services and to ensure effective program coverage and utilization of resources and services.
5. Monitors plan design for the use of the planning team to determine the optimum program policy implementation; utilizes research for development and implementation of social policy.

SOCIAL SERVICE PROGRAM PLANNER III (continued)

6. Facilitates planning conferences with agencies, the community and other groups and provides technical input into the delivery system's operations and service design program; serves as liaison with agency staff, other agencies and organizations or the public to provide technical assistance and support regarding service delivery systems, agency resources and programs and current regulations; develops and implements training for staff or other agencies and organizations regarding service design programs and systems.
7. Prepares written plans, reports, documents and related correspondence from reviews of service delivery systems and distributes to team members for joint projects or submits to supervisor for review; conducts follow-up analysis to determine compliance with current policies and procedures; attends various meetings regarding service program reviews when required.
8. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of master's degree.

Requires one year of progressively responsible professional experience in community organization, social service work or in program planning and development.

Knowledge, Skills and Abilities

Requires thorough knowledge of the program objectives of agencies developing social policy.

Requires extensive knowledge of the structure, organization and methods of social welfare institutions.

Requires ability to exercise extensive initiative and independent judgment in developing and formulating policies, standards and procedures for the service delivery system.

Requires technical ability to analyze and evaluate programs and operations.

Requires ability to establish effective working relationships with other staff, various groups and the public.

Requires ability to verify program operations comply with all rules, regulations, policies and procedures.

Requires ability to understand and follow all written and oral instructions and to utilize agency computer programs.

Requires ability to effectively communicate ideas in written and oral form.

May require a valid appropriate driver's license and the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a language other than English at a colloquial skill level. Some positions may require candidates to possess specific communication skills, such as Braille, sign language or other forms of manual communication.

DISTINGUISHING FEATURES OF WORK:

Subject to management approval, conceptualizes, researches, designs, monitors and implements the technical planning, analysis and coordination functions of a social service program design as a member of a planning unit; participates as a specialist or team leader in a planning unit by directing staff engaged in monitoring activities and providing complex technical input into the plan for the service delivery system and the development of program policies and procedures; independently reviews programs and services to verify appropriate documentation of service delivery operations; researches and monitors programs to verify delivery of services and to determine compliance with current laws, rules, regulations, policies and procedures; produces reports from research to support the requirements of a program; designs and presents new programs and services to design teams; responds to any issues from user agencies or organizations regarding agency programs and services; serves as a liaison providing technical assistance to other staff, community organizations, social service agencies and the public regarding agency services and resources; provides training to staff, other agencies and organizations or the public regarding programs and services; may serve as a lead worker to lower level staff.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Conceptualizes, researches, designs, monitors and implements the technical planning, analysis and coordination functions of a review of an agency's social service system and operational programs; provides an independent thorough evaluative analysis of programs by gathering data to verify efficient delivery of services, to verify appropriate documentation of delivery operations, to identify any problems and define solutions and to determine a program's compliance with current laws, rules, regulations, policies and procedures.
2. Serves as a specialist or team leader in a planning unit by directing staff engaged in monitoring activities and providing input and/or independently developing complex program designs for the service delivery system requiring technical expertise; develops a resource plan to identify and address program needs and requirements; reviews policies and procedures for to determine compatibility with current program goals and develops or revises program policies and procedures as needed or required.
3. Serves as lead worker to assigned staff; assigns and reviews work; provides guidance and training to lower level staff; advises supervisor of staff work performance.
4. Researches and monitors programs and correlates the planning team's input into developing procedures to regulate and prevent program overlap and duplication and to ensure effective program coverage and utilization of resources and services.
5. Facilitates the incorporation of feedback from service program operation areas into the program's design; designs and presents new programs and services to design team; utilizes social research techniques such as needs assessment and program evaluation for the development and implementation of social planning and policy analysis to plan and revise programs and service delivery systems.

SOCIAL SERVICE PROGRAM PLANNER IV (continued)

6. Provides a facilitative role in planning activities and conferences with agencies and other groups; serves as a liaison providing technical assistance to other staff, community organizations, social service agencies and the public regarding agency services and resources; responds to any issues from user agencies or organizations regarding agency programs and services.
7. Prepares written plans, reports, documents and related correspondence from research of program operations to support the requirements of a program; provides training to staff, other agencies and organizations or the public regarding agency programs and services; conducts community presentations to educate interested parties regarding agency services and resources.
8. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of master's degree.

Requires two years of progressively responsible professional experience in community organization, social service work or in program planning and development.

Knowledge, Skills and Abilities

Requires thorough knowledge of the program objectives of agencies developing social policy.

Requires thorough knowledge of the structure, organization and methods of social welfare institutions.

Requires ability to exercise extensive initiative and independent judgment in developing and formulating policies, standards and procedures for the service delivery system.

Requires advanced technical ability to analyze and evaluate programs and operations.

Requires ability to establish effective working relationships with other staff, various groups and the public.

Requires ability to verify program operations comply with all rules, regulations, policies and procedures.

Requires ability to understand and follow all written and oral instructions and to utilize agency computer programs.

Requires ability to effectively communicate ideas in written and oral form.

May require a valid appropriate driver's license and the ability to travel, which may require overnight stays away from the primary work location to perform assigned tasks.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a language other than English at a colloquial skill level. Some positions may require candidates to possess specific communication skills, such as Braille, sign language or other forms of manual communication.