

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: 7-16-82

I. 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 state human services for the community. Positions of the Social Service Planner class series function as members of teams which determine how inter-agency services can be administered on a commingled, decentralized basis. Team members provide for 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. The systems planning performed by the Social Service Planners as assigned is developed in the following or similar areas: 1) service definition, 2) service resource mobilization, 3) organizational design, 4) procedures design, 5) management information, 6) program assessment, community research and evaluation, 7) separation, and 8) 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.

II. LEVEL DISCUSSION

A. 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 having a demonstration project are requisite for anticipating community response to program modifications of the service delivery system.

B. Professional

The Social Service Program Planner class series are the experienced 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.

III. 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.

IV. SOCIAL SERVICE PLANNER SERIES

SOCIAL SERVICE COMMUNITY PLANNER

POSITION CODE: 41295

DISTINGUISHING FEATURES OF WORK:

Under general supervision, positions of this class perform specialized paraprofessional design planning, analysis and coordination as team members of an assigned unit. An incumbent of this class acts as community representative and as resource person, aiding in the development of meaningful service programs.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provides input as a member of a program planning team to depict community milieu conditions, and assist in the identification and definition of needs to be serviced by the overall comprehensive service delivery system.
2. Assists in preparing and documenting plans for specific service programs and for the overall service delivery system.
3. Functions as community representative on the demonstration project program planning team; provides assistance in anticipating community response to potential service programs.
4. Assists in compilation of community data on service delivery system needs; assists in the analysis and documentation of the service delivery system.
5. Attends meetings in which community residents relate their unfulfilled social service needs; develops recommendations to alleviate the system ineffectiveness.
6. Inspects and evaluates operating programs servicing the community; develops recommendations for inter-agency and intergovernmental coordination.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Experience of residence in the community serviced by the demonstration project or a similar community.

Meaningful work experience which has contributed to the development of the following knowledges, skills, and abilities: 1) working knowledge of community conditions; 2) working knowledge of community organizations; 3) ability to participate in planning and program design; 4) ability to communicate ideas in written and oral form.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SOCIAL SERVICE PROGRAM PLANNER I

POSITION CODE: 41311

**DISTINGUISHING FEATURES OF WORK:**

Under general supervision, positions of this class perform technical social service program design planning, analysis and coordination as team members of an assigned unit. An incumbent of this class participates as a team member by providing inputs into the plan for the service delivery system.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Participates in performing social service system studies of the operational programs of the agencies; participates in evaluation of the efficacy of programs.
2. Prepares portions of complex program designs, and recommends policies and procedures.
3. Performs investigations and research to become cognizant of service areas requiring remedial action; participates in defining detailed tasks essential to designing and implementing the service program, including the time frames.
4. Aids in developing means to prevent program overlap and duplication, to assure adequate program coverages and to promote utilization of resources and services.
5. Monitors operational components of a program design to gather feedback for the use of the planning staff and to determine the direction in developing the latter phases of the plan.
6. Participates in joint planning conferences composed of representatives from agencies and the community.
7. Prepares plans, reports, documents, or portions thereof, and related correspondence.
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 completion of four years of college.

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

Knowledges, 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 developing a design for the service delivery system.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SOCIAL SERVICE PROGRAM PLANNER II

POSITION CODE: 41312

**DISTINGUISHING FEATURES OF WORK:**

Under direction, positions of this class perform complex technical social service program design planning, analysis, and coordination as team members of an assigned unit. An incumbent of this class participates as a team member by providing complex inputs into the plan for the service delivery system.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Performs social service system studies of the operational programs of the agencies; prepares evaluations of the efficacy of the program.
2. Prepares complex program designs, and recommends policies and procedures.
3. Through extensive research and investigation becomes cognizant of service areas requiring remedial action; defines tasks essential to designing and implementing the service program, including the time frames.
4. Develops means to prevent program overlap and duplication, to assure adequate program coverage, and to promote utilization of resources and services.
5. Monitors plan design for the use of the planning staff to determine the optimum program policy implementation; utilizes social research to discover relevant concepts and innovative policies.
6. Organizes joint planning conferences; provides supportive role in conferences.
7. Prepares plans, reports, documents, or portions thereof, and related correspondence.
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 completion of four years of college.

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

Knowledges, Skills and Abilities

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

Requires ability to contribute to the development of the design for the service delivery system.

Requires ability to analyze and evaluate programs and operations, and make recommendations toward methods and policy determinations.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SOCIAL SERVICE PROGRAM PLANNER III

POSITION CODE: 41313

**DISTINGUISHING FEATURES OF WORK:**

Under general direction, positions of this class perform the more complex technical tasks in social service program design planning, analysis, and coordination as team members by providing the more complex inputs into the plan for the service delivery system.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Plans and coordinates the social service system studies of operational programs and program evaluations of the agencies.
2. Prepares the more complex program designs; is responsible for recommending policies and procedures.
3. Through extensive research, becomes cognizant of service areas requiring remedial action; defines detailed tasks essential to designing and implementing the service program, including the time frames.
4. Incorporates into program plans means to prevent program overlap and duplication, to assure adequacy of program coverage, and to promote utilization of resources and services.
5. Facilitates the monitoring of plan design for the use of planning staff to determine the optimum program policy implementation; utilizes social research for development and implementation of social policy.
6. Provides a facilitative role in joint planning conferences.
7. Prepares written plans, reports, documents, or portions of documents, and related correspondence.
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 completion of four years of college, supplemented by a related master's degree.

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

Knowledges, 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 a high degree of initiative and independent judgment in developing and formulating policies, standards, and procedures for segments of the service delivery system.

Requires technical ability to analyze and evaluate programs and operations.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SOCIAL SERVICE PROGRAM PLANNER IV

POSITION CODE: 41314

**DISTINGUISHING FEATURES OF WORK:**

Subject to management approval, positions of this class conceptualize, design, and implement the highly technical planning, analysis, and coordination of the social service program design as team members of an assigned unit. An incumbent of this class participates as a specialist team member by providing the most complex inputs into the plan for the service delivery system.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Conceptualizes, designs, and implements social service system studies of the operational programs of the agencies; provides thorough evaluative analysis of programs.
2. Develops the most complex program designs requiring expertise of the team purpose; reviews policies and procedures for congruence with program goals.
3. Applies sophisticated research models to service areas; correlates inter-team task definition and scheduling.
4. Correlates inter-team planning to prevent program overlap and duplication, to assure adequacy of program coverage, and to promote utilization of resources and services.
5. Facilitates the incorporation of feedback from operations into the program design; utilized sophisticated social research techniques for development and implementation of social policy.
6. Provides a facilitative role in joint planning activities.
7. Prepares written plans, reports, documents, and related correspondence.
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 completion of four years of college, supplemented by a related master's degree.

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

SOCIAL SERVICE PROGRAM PLANNER IV (Continued)

Knowledges, 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 a high degree of initiative and independent judgment in developing and formulating policies, standards, and procedures for extensive portions of the service delivery system.

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

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.