

RESEARCH ANALYST (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing various activities concerned with planning and research studies. These include the collection of data, the analysis, evaluation, interpretation and reporting of current and/or proposed operating programs as well as policies and legislation related to such programs for the purpose of evaluating actual and potential effectiveness in achieving objectives, and for providing advice and consultation to management and administrative personnel. This class is distinguished from that of the Management Analyst series by the different approach and knowledge used: Management Analysts utilize the establishment of appropriate organizational structures, and effective work methods and procedures requiring knowledge in management theory and principle, whereas Research Analysts apply statistical techniques and data analysis in order to develop or modify program objectives and operations, requiring a knowledge of research methodology and program operations. Consultative supervision is exercised over administrative program personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Determines the kind of information required for a research project, and the data sources and collection of methods to be used;

Develops and issues definitions and instructions for data collection to be used by program staff;

Selects the appropriate methods to follow in validating, analyzing and evaluating data considering the character and sources of data and the statistical tools to be used;

Collects data using clinic or departmental statistics and records, on-site investigations, discussions with operating personnel, and other material and sources;

Conducts evaluative analyses of a variety of program areas including policy, procedure, objectives, cost effectiveness, staff utilization, etc.;

Identifies actual or potential problem areas, trends, program accomplishments and related factors;

Monitors and measures the progress toward program goals and determines the soundness of program objectives;

Identifies new program needs considering overall departmental goals, community or population needs, and other relevant conditions and trends;

Develops and recommends program objectives, policies and procedures to improve program effectiveness;

Prepares forecasts of factors that may directly affect program operations for use in program planning activities;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Presents results of studies or investigations to management and operating officials, covering conclusions and recommendations based on the analyses and evaluations made;

Provides advice and consultation to program and departmental administrators, managers and others on such matters as the improvement of program effectiveness, the interpretation of study findings relevant to the program, and implications of policy or legislative changes on affected programs, and the most effective alternative in terms of direct benefit to such programs;

Coordinates the automation of data collection and processing with EDP personnel;

Prepares and/or supplies necessary information for mandated reports or in response to requests for information;

Attends meetings, conferences and seminars as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and techniques of conducting research utilizing statistical and costing methods; good knowledge of the principles of public administration; good knowledge of data collection techniques; familiarity with modern electronic data processing techniques and the capability of data processing equipment; familiarity with the subject department program operations, goals, and objectives; familiarity with appropriate laws, rules, regulations and procedures governing the operation of the subject department and its programs; ability to design effective questionnaires, reporting procedures, and statistical tables; ability to convey specific factual and analytical information in both oral and written reports; ability to organize and analyze data; ability to establish and maintain effective working relationships with lay and professional associates; ability to plan and carry out program studies; initiative; creativity; resourcefulness; thoroughness; dependability; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) a Bachelor's Degree* in Planning, Economics, Public Administration, Social Work, or closely related field and four years of supervisory/administrative experience in Social Services; or (b) a Bachelor's Degree* and five years of experience as stated in (a).

SUBSTITUTION: 30 credits* of post graduate education in the Planning or Social Work may be substituted for each year of the above stated experience for up to two years.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Group: XII