SOCIAL/CLINICAL RESEARCH MANAGER

Description of Work:

The primary role of this position is to manage and supervise all activities necessary to operate one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, mental health, criminal justice and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.

Competency	Definition
Knowledge – Professional	Possesses a high level of professional skill, knowledge and ability to apply specific/content area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of and ability to apply the social research principles, methods and processes (technical and/or theoretical) used to conduct a systematic and objective inquiry including study design, methods of data collection and analysis, and interpreting and reporting results; knowledge of applied research methods and statistical procedures and related information technology. Provides technical supervision and knowledge transfer.
Social Research Project/Program Administration	Plans, coordinates and administers social research project(s)/program(s) objectives, operations, and timelines. Manages resources, which may include budget where applicable, and monitors activities associated with the project(s)/program(s) goals and objectives.
Human Resources Management	Recruits, selects, trains, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; plans for and supports employees in career development opportunities. Provides technical supervision. Administers and assures compliance with human resources policies and procedures.
Strategic Analysis	Uses a variety of information sources internal and external to the organization to identify issues and trends; studying relevant information to identify methods to achieve goals of the project(s)/program(s), or meet the vision of the organization.
Communication	Conveys clear and concise information verbally and in written form; effectively presents ideas to individuals or groups to ensure that they understand the information and message. Presents social research results and summaries; adheres to reporting requirements of social research project(s)/program(s); contributes to the writing of publications and reports.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	**Journey**	**Advanced**
The primary role of this position is to coordinate activities necessary to operate one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: planning and coordinating work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, mental health, criminal justice and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.	The primary role of this position is to manage and supervise all activities necessary to operate one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, mental health, criminal justice and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.	The primary role of this position is to develop, direct, manage and supervise all activities necessary to operate one or more complex or multi-faceted social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class design, plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, mental health, criminal justice and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.

Knowledge – Professional

Possesses a high level of professional skill, knowledge and ability to apply specific/content area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of and ability to apply the social research principles, methods and processes (technical and/or theoretical) used to conduct a systematic and objective inquiry including study design, methods of data collection and analysis, and interpreting and reporting results; knowledge of applied research methods and statistical procedures and related information technology. Provides technical supervision and knowledge transfer.

Contributing	Journey	Advanced
Uses social research knowledge to effectively plan and manage day-to-day/work cycle operations of a project/program; stays current with changes in applicable field.	Applies social research knowledge to plan and manage complex and/or multiple project(s)/program(s). Develops strategies and/or policies that guide project(s)/program(s); proposes new initiatives or policies.	Ability to design, adapt or create/develop a means to gather, analyze and report information, and lead others in the process and/or innovative or policy initiatives; may lead to operationalizing/adapting the process or product which has significant impact on stakeholders and/or political impact.

Social Research Project/Program Administration

Plans, coordinates and administers social research project(s)/program(s) objectives, operations, and timelines. Manages resources, which may include budget where applicable, and monitors activities associated with the project(s)/program(s) goals and objectives.

Contributing	Journey	Advanced
Plans work to meet project(s)/program(s) objectives and deadlines; assesses the needs and makes changes in process, work flow and/or assignments.	Establishes goals and objectives of the project(s)/program(s), sets and changes deadlines; plans, assigns and analyzes work of others; may prepare and manage grants and/or contracts.	Determines multiple, more complex, broader scope and/or long-range plans and schedules within established social research objectives; may direct grants and/or contracts.
Coordinates multiple, concurrent assignments or a multi-faceted social research project(s)/program(s).	Leads multiple, concurrent and/or multi-faceted social research project(s)/program(s); may direct others in making modifications.	Directs multiple and multi-faceted social research projects/programs.
Identifies and evaluates potential data collection methodologies for use in a particular project. Estimates resources needed to conduct research.	Plans and designs data/information collection, technology and analysis. Contributes to project design and development; evaluates and may recommend research methods and quality controls; discusses design alternatives with management, clients, or others.	Recommends data collection and research methodology. Collaborates with management, clients, and others in overall project design, budget, and timeline. May assist in related negotiations.

Human Resources Management

Recruits, selects, trains, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; plans for and supports employees in career development opportunities. Provides technical supervision. Administers and assures compliance with human resources policies and procedures.

Contributing	Journey	Advanced
May provide assistance to a higher-level manager in recruitment and selection process.	Recommends and/or makes hiring selection decisions.	Oversees unit/organization supervisors to ensure compliance with recruitment and selection policies and procedures.
Implements work plans; conducts performance reviews with the assistance of a higher-level manager. Identifies and recommends career development opportunities with employees.	Develops and implements work plans; conducts performance reviews; and participates in the disciplinary and grievance processes, as needed. Ensures employees have access to tools and information for career development opportunities and actively participates in employee growth and development.	Oversees unit/organization supervisors to ensure compliance with performance management policies and procedures. Recommends resolution of disciplinary issues, as needed. Reviews and authorizes training opportunities for unit/organization. Collaborates with management regarding employee growth and development initiatives.

Strategic Analysis
Uses a variety of information sources internal and external to the organization to identify issues and trends; studying relevant information to identify methods to achieve goals of the project(s)/program(s), or meet the vision of the organization.

Contributing	Journey	Advanced
Analyzes data/information for accuracy, validity, and integrity; may recommend modification of collection methodologies; interprets and evaluates results; prepares reports and/or presentations. Participates in method selection, selection of issues to analyze and how to accomplish research.	Defines standards for the collection of data/information; sets standards for accuracy, validity, and integrity of data; lead efforts to modify and adapt methodologies; plans, interprets, and evaluates results. Leads method selection for research issues involving significant planning, execution and consequences.	Determines the direction of project(s)/program(s) based on social research findings. Anticipates and prepares for consequences, offers alternatives for dealing with consequences and strategic impact.
Analyzes data to identify potential cause and effect.	Conducts issue analysis; may project social research outcomes, potential impact on policy, project, or program.	Determines and implements policies, project(s), or program(s) with significant impact; may involve external stakeholders.

Communication
Conveys information verbally and in written form; presents ideas to individuals or groups to ensure that they understand the information and message. Presents social research results and summaries; adheres to reporting requirements of social research project(s)/program(s); contributes to the writing of publications and reports.

Contributing	Journey	Advanced
Leads exchange of research information through technical assistance and instruction. Available as a resource and/or collaborator.	Consults and/or makes recommendations in the area of research or agency/program policy through effective communication about the research project(s)/program(s).	Influences/persuades upper level management and leaders to undertake new directions and initiatives; may be available as a technical expert.
Contributes to preparation of publications, reports or policies; makes presentations.	Co-authors/authors manuscripts, publications, reports or policies; serves as primary presenter.	Develops staff to do contributing and journey level work involving public or significant impact; may be the expert.
Assists in grant writing/contract and proposal development.	Collaborates in the conception and design of original research; writes grants, contract and/or proposals.	Conveys new research ideas effectively in order to develop partnerships to support original research; writes complex grants, contract and/or proposals involving multiple entities.

Minimum Training and Experience Guidelines:

Master's degree in a discipline related to the work assigned to the position; or four year degree in a discipline related to the work assigned to the position and two years of research/analysis, preferably with one year in a supervisory role; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.