

## HEALTH ADMINISTRATOR

(Social Services)

DISTINGUISHING FEATURES OF THE CLASS: The duties of this class involve responsibility for administering and managing the Home Care and Managed Care programs for clients of the Department of Social Services. Responsibilities include assisting in the formulation of policy and managing the development of health services, which include managed care processes and interfacing with physicians and the medical community. The work is performed under general supervision of the Commissioner of Social Services with leeway allowed for the use of independent judgement. An incumbent provides general or direct supervision to subordinate staff, depending on the work to be performed. A Health Administrator (Social Services) does related work as required.

### TYPICAL WORK ACTIVITIES:

- Manages the Home Care and Managed Care programs within regulatory guidelines;
- Receives, compiles, distributes, and interprets regulations to staff for proper management of programs;
- Formulates necessary policy and procedure to implement new regulations and changes as they are received;
- Implements policy and procedure in accordance with regulations;
- Supervises caseworker(s), clerical and other support staff;
- Coordinates with healthcare providers, certified home health agencies, and long-term care providers;
- Coordinates and oversees a comprehensive education program to inform clients of the range of services provided by the managed care program and how to obtain such services;
- Manages issues and relationships with regulatory agencies at the State level;
- Participates in the negotiation of contracts with healthcare providers and monitors contract performance;
- Manages a quality monitoring process to measure outcomes of health programs for the Department of Social Services;
- Monitors compliance with provisions of contractual agreements by medical service providers;
- Supervises implementation of funding and reporting of grant funding obtained for programs;
- Keeps abreast of new developments in medical services and evolving program requirements in order that necessary changes and adaptations may be promptly initiated and effectively executed;
- Participates as a Department representative in various community initiatives as recommended by the Commissioner of Social Services.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of Federal, State, and local Social Services laws and regulations that relate to healthcare and service delivery; thorough knowledge of other laws and programs, which may affect healthcare delivery to clients; thorough knowledge of modern program and personnel management techniques; ability to deal effectively with others; ability to plan, supervise, and manage the assignment of work and to evaluate performance; ability to prepare reports and to communicate effectively; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited four- (4) year college or university with a Bachelor's Degree in Nursing and possession of a license and current registration to practice as a Registered Nurse in New York State and four (4) years experience in providing home care services or quality assurance control, two (2) years of which must have been in a supervisory capacity.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 9/26/02