

DIRECTOR OF MEDICAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving considerable independent responsibility for the supervision and coordination of the various medical assistance programs administered by the local social services district. The incumbent plans, coordinates, supervises and manages the division in a social services agency. The work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies with considerable leeway allowed for the exercise of independent judgment in planning and executing assignments. Supervision is exercised over the work of the Managed Care Coordinator, Disability Review Coordinator, and Senior Caseworker who have direct supervisory responsibilities. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interprets State Department of Social Legislative mandates, directives and procedural material within the Medical Services Division and develops administrative policy and procedures to implement them;

Analyzes the impact of new medical services initiatives and regulations and identifies emerging issues impacting the health care system;

Assists in the development and implementation of departmental and community based medical services programs;

Adopts Federal and State guidelines and mandates for agency use;

Advises agency administration in health care planning;

Establishes and maintains records of medical needs of individual clients, of health care trends, and of health care expenditures, identifies gaps in resources, and uses this data in the interests of sound program development;

Plans, coordinates, supervises and manages the activities of the Medical Services Division;

Conducts interviews with potential employees, make decisions for hiring, discipline, termination and subsequent work unit assignments;

Establishes necessary controls for determining staff performance and conducts performance evaluations;

Oversees the development of budget, programs and grants;

Assesses training needs of staff;

Coordinates and/or presents and monitors medical services training programs;

Establishes and maintains effective working relationships with the medical and allied professions, with hospitals, and with health agencies in the community;
Maintains cooperative relationships with other units and sections of the agency, through administrative channels;
Represents the Commissioner at meetings with public officials and community organizations;
Received from hospitals and health care providers the treatment recommendations for individual clients and, in consultation with medical service staff, arranges for completion of such recommendations;
Facilitates the determination of medical needs in individual cases;
When delegated, approves payment for items or medical care.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State and local social service laws and programs;
Comprehensive knowledge of the agency's overall programs, policies and procedures;
Thorough knowledge of laws and programs which may relate to medical assistance programs;
Thorough knowledge of modern principles of supervision and management;
Thorough knowledge of community medical resources and health care system;
Ability to plan, coordinate, manage and supervise the work of others;
Ability to assess training needs and assure those needs are met;
Ability to design and administer effective performance evaluation systems;
Ability to negotiate and monitor programs for contract and budget compliance;
Ability to plan and implement an effective personnel selection procedure;
Ability to communicate effectively both orally and in writing;
Ability to apply these in the performance of duties and awareness of what constitutes a high quality of medical care;
Ability to develop a Medicaid program and secure its integration into other aspects of the total agency program;

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Ability to interpret the Medicaid program of the agency to staff and to the community health care providers;

Ability to understand the proper use of program information and the ability to use such information without violating confidentiality;

Good judgment;

Tact.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and four years human service experience in a public or private human service or health care agency, one of which must have been in an administrative, supervisory, or program planning/analyzing capacity.

NOTE: Education beyond the Bachelor's degree in the field of public or business administration, social sciences, human services, planning, or closely related field can be substituted for experience on a year for year basis.

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