

## HEALTH CARE ADMINISTRATOR (AMBULATORY CARE)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision, the incumbent of this class maintains clinical and administrative responsibility for operations of Ambulatory Care Services in the Behavioral Health Center at the Westchester Medical Center, and coordinates these operations with other Medical Center divisions to achieve the optimum level of health care delivery within the clinics. Supervision is exercised over a large number of professional, technical and clerical personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Participates in the development of policies for assigned Ambulatory Care Services and implements hospital policy in the area of assignment;

Maintains total administrative responsibility for the optimum operational utilization and effectiveness of specified Ambulatory Care Services, to include the on site clinics and off-site clinic operations;

Administratively responsible for the systematic scheduling of a large number of specialty clinics by coordinating clinic personnel, space and equipment in conjunction with Medical Center operational and personnel (primarily physician) schedules;

Develops, implements and monitors in conjunction with other providers, clinic registration procedures to assure comprehensiveness, timeliness, and compliance with the informational requirements set by Westchester Medical Center and third party reimbursement agencies;

Develops in conjunction with the Fiscal Services Division mechanisms to assure that reimbursement requirements are met within the mandated time limitations;

Develops in conjunction with the Medical Records Division, Nursing and Hospital Information Services, systematic procedures to assure the expeditious flow of medical charts to and from the assigned Clinics;

Administratively responsible for assuring that the assigned Ambulatory Care Services are in compliance with all standards and regulations set forth by the Joint Commission on the Accreditation of Healthcare Organizations and other regulatory agencies;

Works with clinical staff to develop specialty clinics as well as innovative programs and procedures to make the clinics more responsive to the needs of the community;

Develops, implements and monitors statistical reporting systems that generate data on clinic utilization by incidence of disease, injury, patient origin, attending physician, etc;

Administratively responsible for assuring compliance with development of and continuous monitoring of quality assurance (CQI) activities;

EXAMPLES OF WORK (continued):

Administratively responsible for cost control within the assigned Ambulatory Care Services;

Administratively responsible for the preparation of the Ambulatory Care Division budget;

Prepares reports as required;

Recommends changes in administrative policies to better meet the goals and objectives of assigned Ambulatory Care Services programs;

Attends meetings, conferences and seminars as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May coordinate grant development and fund-raising initiatives by representing all BHC programs in the pursuit of federal, state, local and private foundation support;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of hospital administration, especially as it applies to outpatient, ambulatory services; thorough knowledge of the modern principles and practices of social work; thorough knowledge of regulations and codes of the Joint Commission on the Accreditation of Healthcare Organizations; good knowledge of the nature and causes of developmental disabilities, social maladjustment, and mental illness; good knowledge of administrative reporting and control procedures; knowledge of current health care trends; knowledge of program planning and implementation; knowledge of grant preparation and program monitoring; knowledge of patient relations and patient problem resolution; ability to coordinate the work of a multi-level staff; ability to deal effectively with a wide range of administrative, professional and clerical personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound and mature professional judgment; resourcefulness; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Master's degree\* in Social Work and four years administrative and supervisory experience, two of which must have been health-care related.

SPECIAL REQUIREMENT: Possession of a valid license and current registration, issued by the New York State Education Department, as a Licensed Certified Social Worker.

\*SPECIAL NOTE: Education beyond the secondary 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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J. C.: Competitive  
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Job Class Code: C2367  
J.G.: XIV