

HEALTH CARE ADMINISTRATOR (MANAGED CARE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Commissioner, the incumbent of this position is administratively responsible for all activities and services related to managed care in the Department of Community Mental Health. The incumbent must be knowledgeable in all aspects of the operation of such programs including client services, fiscal affairs, logistics and licensure. The position is also characterized by extensive contact with the officials of treatment centers, funding and licensing agencies, both directly and through field coordinators. The incumbent is expected to contribute substantially to the development of program operating policy, although operations are carried out within the policies and procedures approved by the Commissioner of the Department of Community Mental Health. Staff supervision is exercised over administrative matters in the treatment centers and agencies that contract for funding with the Department of Community Mental Health. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the planning, organization and coordination of the department's managed care activities through liaison with other county departments, affiliated hospitals, agencies and HMO's;

Researches new programs, identifying models that have proved effective elsewhere and explores for the development of said programs;

Develops and expands new contractual programs in cooperation with agency staff, client/community needs and State and local objectives and priorities;

Prepares letters of agreement with providers of service in both the public and private sectors;

Develops fiscal plan - prepares and reviews budgets, allocates funds for component programs and shifts funds based on program needs;

Prepares for the Commissioner, Department of Community Mental Health, written standards for patient care and record keeping; communicates the standards to operating staff through appropriate means, e.g., memoranda, in-service training; institutes and maintains compliance systems;

Identifies system-wide and individual program problems and works with agency staff to seek resolution of problems;

Maintains immediate control over program expenditures;

Obtains all necessary registrations and certifications;

Participates in the development of the department's short and long-term planning efforts for goal setting, policy development, systems design, resource acquisition and utilization and interagency relationship building;

EXAMPLES OF WORK: (Illustrative Only)

Establishes and maintains contact with various state and federal agencies and agencies of other counties to secure information pertaining to managed care programs;

Addresses community groups and makes statements to the news media to inform the public of program activities as directed;

Keeps abreast of developments in the field of managed care through participation in the activities of professional associations, etc.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of organizational and administrative processes and techniques, particularly as applied to managed care programs, health care facilities and cooperative enterprises; good knowledge of the operations of treatment facilities; good knowledge of administrative, reporting and control procedures and techniques associated with budget, personnel, purchasing, and statistical reporting; good knowledge of the laws applicable to treatment centers; ability to work cooperatively with professional and non-professional personnel; ability to delegate responsibility effectively; initiative and creativity in recommending policy review or revision and developing procedural changes to improve and economize program services; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of administrative experience in public health or hospital care, three years of which must have involved the planning and implementation of regulated health care delivery.

SUBSTITUTION: A Master's Degree* may be substituted for one year of experience; however, the specialized experience cannot be substituted.

*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 Department of Education as a post-secondary, degree-granting institution.