

MANAGEMENT ASSISTANT (WCMC)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a higher level administrator, an incumbent of this class assists in the direction and coordination of administrative services in an assigned service area by reviewing, analyzing and evaluating division programs and operations to ensure proper management and effective operations in the delivery of patient care services in accordance with strict health standards and departmental policies and procedures. Responsibility includes assisting in the research, planning and development of new or expanded services, staff education and training, development and implementation of JCAHO preparation plans, programmatic and fiscal analysis, and analysis of statistical data. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Analyzes and evaluates operational systems, including policies, procedures, objectives, cost effectiveness, staff utilization, etc., to ensure the optimum delivery of patient services in an assigned hospital division, providing supportive services to the Division Director and professional staff in all non-clinical areas;

Assists in the development and implementation of JCAHO preparation plans;

Assists clinic directors with the development of new and/or expanded clinic services and with the development of business plan proposals for new services, which includes programmatic and fiscal analyses;

Oversees the development and implementation of staff education and training, to meet regulatory mandates, in area of assignment;

Presents results of studies or investigations to management and program and division administrators and provides recommendations, advice and consultation regarding the improvement of program effectiveness, the interpretation of study findings relevant to the program, implications of policy or legislative changes on affected programs, and the most effective alternative in terms of direct benefit to such programs, in order to more effectively achieve program goals and objectives;

Oversees the development and implementation of continuous quality improvement activities, medical records reviews, and staff support for area of assignment;

Serves as the administrator for operational issues for assigned areas within the division;

Reviews, maintains, updates and revises the departmental policy and procedures manual;

Ensures regulatory compliance of area of assignment;

Prepares, reviews and monitors budgets within area of responsibility;

Designs, prepares, assembles and analyzes statistical and other data relative to the activities of the assigned division and prepares them into reports following the format or guidelines required by regulatory agencies or hospital management;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Investigates and reports on patient, visitor and employee complaints, and designs corrective plans of action;

Keeps abreast of all applicable laws, statutory rules and regulations relating to departmental administration and operations;

Attends meetings, seminars, and conferences 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 perform other incidental tasks, as needed. .

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the regulations, policies, procedures, and objectives as they relate to the area of assignment; good knowledge of organizational and administrative processes and techniques as they apply to health care administration; good knowledge of the organization of a large hospital and the functions of its various divisions; good knowledge of the techniques and methods used in administrative analysis; ability to identify recognize and develop solutions to operational and administrative problems; ability to organize and analyze data and draw conclusions and prepare analytical reports; ability to establish and maintain effective working relationships with medical, administrative and clerical personnel; ability to design effective questionnaires, reporting procedures, and statistical tables; ability to communicate effectively both orally and in writing; ability to comprehend and carry out written and oral instructions; 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 professional judgment; tact; integrity; initiative; thoroughness; dependability; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in a health-related discipline and three years experience in which the primary function of the position was either health care related research, analysis, and presentation of statistical data, or health care organization planning in an automated systems environment; or (b) a Bachelor's degree* and four years experience as described in (a) above.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree in Public Health, Nursing Administration or a related field may be substituted the rate of 30 credit hours* per one year of experience, up to a maximum of two years of the above experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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

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Job Class Code: E0717
Job Group: XII