

## PROGRAM ADMINISTRATOR (AIDS CARE CENTER)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for administering, planning, developing, and coordinating all activities and services of the AIDS Care Center at the Westchester County Medical Center in compliance with regulations, procedures and practices. Responsibility involves performing and implementing all administrative functions and coordinating activities with other Medical Center Divisions to achieve the optimum level of health care delivery to patients. Administrative supervision is exercised over professional program staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of patient services in the AIDS Care Center;

Develops goals and objectives for the Center and for individual grant funded programs and monitors patient targets to ensure compliance with grant and program goals;

Monitors services provided by the Center and prepares reports following the format or guidelines required by regulatory agencies or hospital management, including grant applications, monthly and quarterly grant narratives, annual reports, etc.;

Implements effective case management procedures, including the coordination of services to in-patients and out-patients, as well as those involving other hospital divisions, medical college staff and community agencies;

Maintains effective liaison with appropriate regulatory agencies to ensure compliance and implementation of all regulations affecting patient services delivered by the AIDS Care Center;

Oversees the development and implementation of continuous quality improvement activities;

Establishes procedures to ensure the completeness, accuracy and confidentiality of patients' medical records;

Researches and develops new programs in the Center in response to advances in the field and changes in the needs of individuals infected with HIV/AIDS;

Designs and monitors procedures to ensure accurate documentation and tracking of the utilization of patient services, referrals and follow-up services;

Prepares annual budget for AIDS Care Center to ensure adequate funding for needed staff and equipment to ensure cost effective operations;

Investigates advisability, in terms of cost effectiveness, of utilizing private services in lieu of hospital operated ones, and participates in the preparation and monitoring of contractual and grant services;

EXAMPLES OF WORK: (Illustrative Only)

Makes recommendations for operating costs, distribution of personnel, training, recruitment, hiring of staff, and work schedules;

Investigates and reports on patient, visitor and employee complaints, and resolves problems with families, operational staff, clinical staff and outside agencies;

Develops and implements hospital-wide HIV/AIDS policies and procedures and maintains policy and procedure manual for the Center;

Develops programmatic brochures specific to the different services provided by the Center, i.e., Teen HEAT, Mobile Medical Unit, Counseling and Testing, and the AIDS Care Center brochure, as well as program flyers, advertising and marketing information;

Attends meetings, seminars and conferences as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of state and federal regulations/guidelines and reporting requirements regarding the provisions of HIV/AIDS related services; good knowledge of the special needs of individuals infected with HIV/AIDS; good knowledge of the principles and practices of administration; knowledge of community resources available to meet the needs of HIV/AIDS infected individuals; familiarity with the operational organization of a large hospital and the functions of its various divisions; familiarity with the techniques used in developing and monitoring budgets and contracts; ability to plan, coordinate, evaluate, and direct the work of assigned professional, technical and support staff; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional, medical, managerial, and support staff; ability to assemble data and prepare evaluation reports; sound judgment; flexibility; resourcefulness; indicative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and four years of professional experience in the development and/or administration of HIV/AIDS related programs, one of which must have been at a supervisory level.

SUBSTITUTION: A Master's Degree\* in Public or Health Care Administration may be substituted for one year of the above required experience, but candidates must possess the one year of supervisory 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 Group: XII