

## PROGRAM ADMINISTRATOR (CHILD LIFE PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for developing, administering, and coordinating the activities of the Child Life Program of the Westchester Medical Center, which is part of the Pediatric Residency Program and is designed to meet the needs of pediatric patients to promote normalization of the environment, positive adaptation to the hospital, optimum development of children, adolescents and families, to maintain normal living patterns and minimize psychological trauma. The incumbent acts as part of an interdisciplinary treatment team, involved in the management of clinical and environmental issues, assessments of patient development, fostering patient and family coping skills, and social supports. Supervises professional Child Life specialists, students, and volunteers assigned to the program. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of services related to the Child Life program;

Supervises and monitors the activities of Staff Assistants (Child Life), students and volunteers assigned to the program;

Monitors services provided by the Child Life program and prepares reports following the format or guidelines required by regulatory agencies or hospital management, including the status of program services and demographic patient data, billing, etc.;

Monitors and reviews staff attendance at hospital rounds and schedules staff meetings accordingly;

Implements effective case management procedures, including the coordination activities of the interdisciplinary treatment team;

Provides consultation to the health care team on the impact of environmental factors on the child and the development status and individual needs of children;

Promotes adaptation to hospitalization and treatment;

Acts as liaison with 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 division;

Establishes procedures to ensure the completeness, accuracy and confidentiality of the medical records of patients, and coordinates record keeping activities for the program;

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

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

Analyzes current procedures related to the Child Life Program and formulates plans for improved methods;

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

Develops more effective systems of handling clerical details for the program;

Maintains data on the utilization of supplies and equipment and prepares annual division budget to ensure adequate funding of needed staffing and equipment for the program;

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

Makes recommendations for operating costs, distribution of personnel, staffing requirements, and work schedules of staff or volunteers;

Interprets and transmits hospital-wide policy, regulatory and reimbursement requirements to division staff members, and maintains policy and procedure manual for the program;

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

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

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of growth and development of individuals ages 0-21; thorough knowledge of Child Life services and issues; thorough knowledge of the effects of illness, injury and hospitalization on children and their families; good knowledge of family dynamics and interpersonal communications; good knowledge of group process and behavior management; good knowledge of administrative methods; good knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals (JCAHO) and State Health Department as they relate to a health care institution; knowledge of the operational organization of a large hospital and the functions of its various divisions; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional medical, technical, managerial, clerical, and unskilled personnel; ability to coordinate, plan and supervise the work of staff; ability to assemble data and prepare evaluation reports; 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; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's Degree\* in Child Life, Psychology, Recreation, Early Childhood Education or closely related field and four years of experience where the primary function of the position was working as a certified Child Life Specialist, one of which must have been in a supervisory capacity, and possession of certification as a Certified Child Life Specialist (CCLS) by the Child Life Council at time of appointment.

SUBSTITUTION: Possession of a Master's Degree in any of the above fields may be substituted for one year of the general experience, but not for the supervisory experience.

SPECIAL REQUIREMENT: Employees must maintain certification listed above throughout the course of employment.

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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J.C.: Competitive  
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Job Class Code: C3148  
J.G.: XII