

PROGRAM ADMINISTRATOR (CLINICAL LABORATORIES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of Director of Clinical Laboratories an incumbent of this class is responsible for the completion of specific work projects as assigned by the Director of Clinical Laboratories. Responsibility involves performing and implementing all administrative functions in Clinical Laboratories and coordinating these activities with other Medical Center divisions to achieve the optimum level of health care delivery to patients. This involves familiarity with the total operation of a large hospital and laboratory and its various divisions. This position requires familiarity with the various disciplines of a Clinical Pathology Laboratory. Supervision is exercised over a number of technical and clerical support personnel assigned to the division. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of patient services by the Clinical Laboratories, providing support services to the Division Director and professional staff in all sections of Clinical Laboratories;

Assembles and interprets statistical and other data relative to the specialty services provided by the Clinical Laboratory and prepares them into reports following the format or guidelines required by regulatory agencies or hospital management;

Implements effective case management procedures, including the coordination of the in-patient and out-patient services of the Clinical Laboratories 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 Division;

Establishes procedures to ensure the completeness, accuracy and confidentiality of the laboratory data released to patients;

Analyzes current hospital procedures as they relate to the Clinical Laboratories and formulates plans for improved methods;

Conducts studies of the relationship between various departmental records with a view toward accessibility of test reports to physicians in the shortest time possible;

Gathers data on consumption of medical and office supplies, equipment and utilities, makes comparative reviews and prepares suggestions for improvements to promote cost effectiveness in the operation of Clinical Laboratories;

Prepares work schedules;

Investigates advisability, in terms of cost effectiveness, of utilizing commercial laboratory support services in lieu of hospital operated ones;

Develops more effective systems of handling clerical details in the processing of hospital and regulatory agency forms;

EXAMPLES OF WORK: (Illustrative Only)

Makes recommendations for operating costs, distribution of personnel, staffing requirements, and work schedules within division of assignment;

Assists division head in assembling data relative to specific problem and operation areas;

Interprets and transmits hospital-wide policy to division staff members;

Reviews laboratory reports and consults the Director on certain abnormal values, as required;

Acts as liaison between Director of Clinical Laboratories and other division staff as assigned;

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

Attends meetings, seminars and conferences related to the activities of the hospital;

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 hospital routine and administrative methods; thorough knowledge of all aspects of Clinical Laboratory procedures; familiarity with 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 review lab reports and recognize abnormalities; sound and mature judgment; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; flexibility; resourcefulness; initiative; tact; accuracy; physical conditions commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years experience where the primary function of the position was staff or administrative experience in a Clinical Laboratory in a hospital which must have included more than two areas such as microbiology, hematology, clinical biochemistry, urinalysis, histopathology, toxicology, immunology, HIV testing, etc., two of which must have been at the supervisory level.

SUBSTITUTION: A Master's Degree* in Hospital Administration, Public Health, Business or Public Administration may be substituted for one year of the above general experience, but not for the supervisory experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level as 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 Group: XII