

## PROGRAM ADMINISTRATOR (MEDICAL ASSISTANCE)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class administers, develops, directs, and coordinates the Medicaid program for the Department of Social Services. This includes responsibility for coordinating activities between the Department of Social Services Medicaid Program Office and the outstationed Medicaid application and eligibility staff in hospitals, health centers, HMO's and the Department of Health. Additionally, this position provides support services and participates in the administration of Medical Assistance Programs throughout the department, develops policies and procedures for the implementation of Medicaid Mandatory Outreach programs as well as other related programs and provides training to staff and deputized workers. Supervision is exercised over a number of professional and support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Interprets directives, develops procedures, and monitors systems in assigned Medicaid programs, in accordance with Federal, State and County laws, rules and regulations;

Develops operational policies, objectives and controls for outstationed Medicaid staff and deputized Medicaid workers;

Develops, administers and evaluates educational programs and documents regarding Medicaid health care coverage options;

Evaluates and monitors program progress and recommends changes in organization and procedures as required to meet program goals and fiscal constraints;

Monitors and tracks Medicaid applications from deputized workers and outstationed Medicaid staff;

Monitors the impact of Medicaid outreach programs on existing Medicaid programs, policies and procedures, including fiscal impact;

Develops and maintains on-going working relationships with State and Local Health Departments and various hospitals, health centers, and HMO administrative staff;

Plans, coordinates and evaluates the work of assigned professional and support staff, including performance evaluations, disciplinary issues, time and leave, etc.;

Prepares program plans, reports and proposals to ensure compliance with federal, state and local laws, rules and regulations;

Administers the collection, recording, analysis, interpretation and reporting of data and information regarding program activities and usage to determine program effectiveness and efficiency;

Presents written and verbal reports to administrative staff regarding program activities and status;

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

Interprets federal, state and local laws, rules and regulations regarding the Medicaid program; providing advise, guidance and direction to staff, the community, and healthcare organizations and institutions;

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of Federal, State and local laws, policies and procedures as they relate to medical assistance and managed care; good knowledge of the department's organization and objectives, especially as it relates to medical assistance programs; good knowledge of the principles and practices of public administration; ability to identify critical factors or program problem areas and to formulate realistic solutions; ability to develop and utilize management systems to ensure effective and efficient operations; ability to supervise, plan, coordinate and evaluate the work of assigned staff; ability to communicate clearly, and support recommendations, both orally and in writing; ability to establish and maintain effective working relationships; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; initiative; integrity; resourcefulness; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and five years of experience in a public social service agency, two years of which where the primary function was the development, analysis, evaluation or control of programs at a supervisory level.

SUBSTITUTION: A Master's Degree\* in Business, Public Health, Social Work, Human Services or Public Health Administration may be substituted for the above stated general experience at the rate of 30 credits\* per year for up to two years. There is no substitution for the two years of specialized 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.

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