

PROGRAM COORDINATOR (HOSPITAL ADMINISTRATION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class administers, coordinates and executes the operation of several activities or programs in assigned divisions of the Westchester Medical Center to achieve the optimum level of health care delivery to patients. This involves familiarity with the total operation of a large hospital and the functions of its various divisions. This class differs from the Program Administrator in that incumbents are responsible for coordinating and managing either several activities, programs or services, or a very large program identified by budget dollars and staff size, or activities or services which affect a variety of divisions or units. Supervision may be exercised over professional, technical and clerical support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates and monitors activities related to patient care and service delivery to ensure the optimum level of health care is provided to patients, providing supportive services to the Division Director and professional staff;

Develops and implements policies, practices and procedures designed to meet program goals and objectives in the delivery of services and to ensure compliance with regulations and codes;

Assembles and interprets statistical and other data relative to the specialty services provided by the hospital divisions and compiles them into reports for regulatory agencies or hospital management;

Recommends changes in administrative policies to meet the goals and objectives of the Division's programs and of the Medical Center;

Implements effective management procedures, including the coordination of organizational and operational services of the Division, as well as those involving other hospital divisions, medical college staff and community agencies;

Maintains effective liaisons with appropriate regulatory agencies, other hospital divisions and County departments, to ensure compliance and implementation of all regulations affecting patient services delivered by the Division;

Investigates and reports on patient, visitor and employee complaints and takes appropriate action to resolve problems and inefficiencies in operations;

Analyzes current hospital procedures related to the area of assignment, and formulates and implements plans for approved methods;

Gathers data on resource consumption, makes comparative reviews and recommends improvements to promote cost effectiveness in the operation of divisions;

Interprets and transmits hospital-wide policy to staff members;

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

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

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 principles and practices of hospital administration; good knowledge of 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; good knowledge of administrative reporting and control procedures; knowledge of the operational organization of a large hospital and the functions of its various divisions; ability to coordinate, plan and supervise the work of multi-level staff across several divisions; ability to deal effectively with a wide range of personnel; ability to communicate effectively both orally and in writing; 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 and mature judgment; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five (5) years of experience where the primary function of the position was administrative or management experience, three of which must have been in a hospital or health-related facility

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree* in Hospital Administration, Public Health, Business or Public Administration may be substituted for one year of the general administrative or management 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.

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J. C.: Competitive
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Job Class Code: C2575
Job Group: XIII