

PROGRAM COORDINATOR (MENTAL HEALTH SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class is responsible for the on-going development, application and maintenance of the Novell Computer Network in the Department of Community Mental Health Services. The incumbent is responsible for software development and utilization in several program areas including patient record keeping, patient billing, utilization and review, statistical report generation and training. In addition, this position assists the Director of Administration in the management and supervision of the administrative, financial and management information services of DCMH. This position requires technical expertise in the computer network as it applies to reporting and recording requirements for mental health and recording services. Supervision is exercised over professional support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops, updates and maintains a computer network to maximize efficiency and effectiveness throughout several specialties and programs in the department of Community Mental Health Services;

Utilizes and applies software for patient billing, patient record keeping and statistical report generation;

Coordinates with staff the requirements, capabilities and procedures in implementing information systems to improve operations;

Analyzes and interprets program requirements and develops systems to meet those needs;

Provides training and technical assistance to in-house users in software application;

Develops computer methods in cooperation with directors to support the planning and program development decisions of the department;

Monitors compliance with State and other regulatory agencies governing programs;

Participates in short and long term planning efforts;

Develops research and data collection instruments and methodologies to compile statistical reports and evaluate existing services for a management information system;

Keeps abreast of new developments in automation as it applies to mental health programs and requirements;

Prepares financial and administrative reports;

Assists in the development and preparation of the Department's annual budget to integrate all sections prepared by assigned staff to solidify numbers and reviews supporting details;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Assists in the development of fiscal policies and procedures for the organization and all of its contract agencies to maximize revenues and insure conformance with regulatory mandates;

Reviews monthly activity reports and projections to monitor the department's financial performance and develop long range objectives;

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 Novell computer network and financial administration; thorough knowledge of the techniques and methods used in administrative analysis; good knowledge of aspects of computers and information systems including equipment, operating systems and applications (Novell, Excel); good knowledge of data gathering and compilation techniques and procedures; ability to critically monitor program performance, identify, assess and evaluate program areas and make recommendations; ability to work cooperatively with professional and administrative personnel; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to communicate effectively, both orally and in writing; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five years experience in information systems, two years of which must have included LAN administration; (b) a Masters degree* in business or public administration, computer science or a mental health discipline and the two years of specialized experience specified in (a); or (c) Certified Novell Engineer certification and the two years of specialized experience as specified in (a); or (d) a satisfactory equivalent combination of training and experience and experience. There is no substitution for the specialized experience.

SUBSTITUTIONS: A Master's Degree* in mental health administration, public health administration, business or public administration, or a recognized mental health discipline may be substituted for the above experience at the rate of 30 credit hours per year for up to two years. There is no substitute 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.

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Job Group: XIII