

COORDINATOR OF SPECIAL PROJECTS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting in the implementation and coordination of assigned phases of programs at Westchester Medical Center. Duties may include financial or statistical data collection as well as analysis, review and evaluation of special programs or departmental services. The incumbent will also make informational presentations regarding programs and services available at the Medical Center and provide administrative support for clinical operations in various departments. Work is assigned based on Medical Center needs. Supervision is not a regular responsibility of this class, however, oversight and coordination of staff assigned to a given project or department is expected. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates the implementation of special projects and develops strategies to assist various divisions and service programs conducted by the Medical Center;

Maintains records, and monitors expenditures and utilization of resources for projects;

Provides administrative support to department directors and professional staff of various departments in non-clinical areas to ensure smooth clinic flow, efficient operations, and patient satisfaction;

As directed, researches community, regional and national resources to develop recommendations for improving clinical support services;

Gathers statistical information from professional and support staff and prepares reports with supporting data for planning, tracking and reporting of projects or service areas;

Contacts schools, colleges, community and civic organizations to provide information to raise awareness about programs and services available to the public through the Westchester Medical Center;

Makes presentations of information to individuals or groups;

Schedules meetings, classes, seminars, demonstrations, and internship assignments, and arranges for scheduling and notification of participants;

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

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

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

Maintains effective liaison with various agencies and community members to obtain or provide information;

COORDINATOR OF SPECIAL PROJECTS

Page 2

EXAMPLES OF WORK: (Cont'd)

Assists in identifying actual or potential problem areas in the delivery of services;

Gathers information and researches feasibility and cost of proposed projects;

Uses computer applications 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: Good knowledge of organizational concepts required for the development and implementation of special projects; good knowledge of the organization of a large hospital and the policies and regulations affecting hospital operations; knowledge of administrative reporting and control procedures; knowledge of practices and procedures associated with budgeting of projects or programs; ability to plan and implement special projects and programs; ability to research and collect information and data; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to assemble data and prepare evaluation reports; ability to evaluate programs, identify problems and develop solutions; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; good judgment; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and four years of experience where the primary function of the position was staff or administrative support experience.

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

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level 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.

| West. Co.
J. C.: Competitive
MAP5

Job Class Code: C3094
J. G.: X