

## DIRECTOR OF PROFESSIONAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general direction, an incumbent of this class is responsible for the on-going administration of a number of divisions and services within the hospital to insure proper management and effective operation in the delivery of patient care services. The following are illustrative areas of responsibility: Ambulatory services, Dental, Speech/Hearing, Physical Therapy, Occupational Therapy, Respiratory Therapy, Cardiothoracic Surgery, Cardiac Catheterization, EEG, EKG, AIDS Management Program, Transplant/Renal Program, and Area Administration. Additionally, the incumbent is responsible for the effective operation, including all budgetary aspects, in areas such as: the Operating Room, Recovery Room, Emergency Department, Burn Center, and all ICU's. Further, the incumbent serves as administrative liaison with all acute care clinical departments, (including all budgetary aspects) such as Medicine, Surgery, Pediatrics, Obstetrics, Urology, Orthopedics, Anesthesia, Neurology, etc. Supervision is exercised over a varying number of professional, managerial, administrative supervisory, technical, and/or clerical personnel.

### EXAMPLES OF WORK: (Illustrative Only)

Directs and coordinates the day-to-day administration and operation of designated divisions and services involved in the delivery of patient care;

Insures that the standards and codes regulating the quality of health care set forth by the various accreditation boards and regulatory agencies are maintained;

Participates in the preparation and submission of the annual Hospital budget as they relate to the assigned areas of assignment including the capital budget aspects of the Medical Center;

Recommends changes in overall administrative policies to more effectively carry out hospital programs and procedures;

Conducts departmental and interdepartmental meetings within area of assignment, code requirement meetings, and participates in other meetings to guide the operation of the Medical Center;

Insures that necessary and required budgetary control methods for the designated divisions and services are instituted and adhered to;

Coordinates investigation of complaints and/or problems and takes corrective action;

Serves as administrator on numerous specialty committees;

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of organizational and administrative processes and techniques as they apply to hospital administration; thorough knowledge of the standards, regulations and operation of a large hospital; ability to coordinate the work of the various service departments into a smoothly functioning whole; ability to deal effectively with a variety of administrative, managerial, technical, clerical and service personnel; ability to delegate responsibility effectively; ability to effectively communicate, 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; initiative in recommending needed policy review or revision; sound professional judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from a recognized college or university with a Bachelor's Degree\* and, in addition, either (a) five years of hospital management/administrative experience; or (b) a Master's Degree\* in Hospital, Public or Business Administration and three years of hospital management/administrative experience; or c) a satisfactory equivalent combination of the foregoing training and 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.