

HEALTH SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position executes and coordinates the development, administration, and implementation of a designated health service delivery system or large program(s). This position serves a variety of functions designed to obtain maximum efficiency and quality of care. This position has significant authority in the area of decision-making as it relates to the delivery of services and in the ancillary/support areas. Responsibilities require day-to-day contact with agencies and other departments providing health care services in order to ensure that objectives are met, problem areas are corrected, and opportunities to improve services are addressed. Supervision is exercised over nursing, technical and clerical support staff; or over a major vendored health related program. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and implements specific health service delivery systems or large program(s);

Provides critical review and analysis of the delivery of health care services;

Participates in the development and implementation of policies, practices and procedures designed to meet program goals and objectives for the delivery of public health programs or medical services and to ensure compliance with State and Federal regulations and codes;

Monitors and coordinates all activities related to patient care and service delivery, including required recording, reporting, referral and follow-up;

Conducts programs designed to educate patients/clients on the proper utilization of health care systems, current medical recommendations and standards of care;

Reviews health care service utilization;

Performs various administrative tasks to ensure the optimum operation and delivery of patient care services;

Monitors program services and staffing levels to ensure contractual compliance;

Responsible for the quality assurance of the of assigned program units;

Performs quality assurance protocols;

Conducts visits to primary care delivery sites;

Prepares staffing schedules to ensure adequate coverage to meet service delivery objectives;

Develops and participates in continuing education, training, meetings and conferences;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

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.

When assigned to the Department of Health:

Supervises, monitors and coordinates all activities related to LEAD, Perinatal and IAP programs and services delivery, including required recording, reporting, referral, and follow-up, and ensures appropriate use of EHR (Electronic Health Record) and registries;

Responsible for implementing and the Health Department's Compliance as per the NYS Health Department's IAP work plan;

Reviews and analyzes the delivery of health care services, medical case management/ surveillance, home environmental assessments, and related public health education;

Keeps up to date and implements vaccine related compliance procedures with schools and camps in regards to adolescents and school age children;

Provides oversight for visits to primary care delivery sites as well as environmental sites of concern;

Ensures Nursing Licenses, trainings, annual nursing reviews and credentials are up to date;

Ensures continuing education and the maintenance of necessary certifications of staff required for operation of the programs;

Works with staff to write grants and ensure grant deliverables are met within the required timeframes;

Serves as the liaison between nursing and environmental services within the programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of current nursing practice and policies; good knowledge of administrative procedures; good knowledge of community resources; good knowledge of the techniques used in developing and monitoring budgets, grants and contracts; familiarity with health practices and procedures; ability to establish and maintain cooperative working relationships; ability to communicate effectively; ability to make independent judgments; ability to function effectively in emergency situations; 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; objectivity; resourcefulness; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a valid license and current registration, issued by the New York State Education Department, as a Registered Professional Nurse and either: (a) a Bachelor's Degree* in Nursing and three years experience where the primary function of the position was professional nursing at the leadership level; or (b) a Bachelor's Degree* and four years of experience as stated in (a).

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* in Nursing, Nursing Administration, Nursing Education, Public Health Administration or closely related field may be substituted for one year of the above stated required experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of regents of the New York State Education Department as a post-secondary, degree-granting institution.