

PROGRAM SPECIALIST (HOSPITAL ADMINISTRATION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the completion of specific work projects assigned by a higher level hospital administrator or clinical director relative to the operation of specific patient services in an assigned division to provide information for evaluation and revision of existing regulations, procedures and practices. Responsibility also involves performing and implementing all administrative functions in the assigned area and coordinating these activities with other Medical Center divisions 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. Supervision may be exercised over a number of technical and clerical support personnel assigned to the division. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of patient services in an assigned hospital division, providing supportive services to the Division Director and professional staff in all non-clinical areas;

Assembles and interprets statistical and other data relative to the various phases of the activities of the assigned hospital division and prepares them into reports following the format or guidelines required by regulatory agencies or hospital management;

Investigates and reports on patient, visitor and employee complaints;

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

Conducts studies of the relationship between various departmental records with a view toward consolidation and reduction of the amount of clerical activities;

Ensures that records are complete and up-to-date and meet the requirements of outside regulatory agencies;

Gathers data on consumption of medical and office supplies, equipment and utilities, makes comparative reviews and prepares suggestions for improvements to promote cost effectiveness in the operation of the division of assignment;

Investigates advisability, in terms of cost effectiveness, of utilizing contracted services in lieu of hospital operated ones;

Develops more effective systems of handling clerical details in the processing of hospital and regulatory agency forms;

Makes recommendations for operating costs, distribution of personnel, staffing requirements, and work schedules within division of assignment;

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

EXAMPLES OF WORK: (continued):

Interprets and transmits hospital-wide policy to division staff members;

Acts as liaison between Division Head and other division staff as assigned;

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

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).

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of hospital routine and administrative methods; familiarity with the operational organization of a large hospital and the functions of its various divisions; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional medical, technical, managerial, clerical, and unskilled personnel; ability to assemble data and prepare evaluation reports; 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; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of experience where the primary function of the position was **staff administrative** support, administrative or management functions, two of which must have been in a hospital or health-related facility or an agency that specializes in providing services to hospitals or health-related facilities.

SUBSTITUTION: A Master's Degree * may be substituted for the one year of general experience, but not for the two years of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated 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 NYS Education Department as a post-secondary, degree-granting institution.