DIRECTOR OF PATIENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a professional administrative nursing position involving responsibility for planning, organizing and supervising patient care services provided through the certified home health agency, long term home health care program and public health services in the County Health Department. The incumbent is responsible for the promotion of community health and health maintenance by ensuring safe, effective and efficient patient home health care and clinic services. The work is performed under the general supervision of the Public Health Director with wide leeway allowed for the use of independent judgment in carrying out work activities. Supervision is exercised over a large number of Public Health Nursing and auxiliary health care and clerical personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

-Plans, initiates and directs the nursing home health care and health clinic services programs;
-Provides sufficient number of community health nurses to insure that every patient receives care by or under the supervision or direction of a community health nurse;
-Makes provisions for sufficient number of supervisory nurses to provide adequate quantitative control of patient care services;
-Determines the number, types of staff and supervision required to meet program responsibilities;
-Assists in recruiting staff qualified to provide the quality and quantity of services which the agency offers to patients in their place of residence and in health clinics;
-Develops, implements and monitors policies and standards for assigned services to ensure compliance with applicable local, state, and federal laws and regulations;
-Coordinates the activities of various community organizations interested in furthering community health programs;
-Assesses health needs of the community and establishes nursing programs to meet their needs;
-Plans orientation of new personnel and provides appropriate in-service education specific to meeting program responsibilities;
-Develops procedures for systematic evaluation of nursing programs;
-Makes provision for periodic evaluation of employee performance;
-Develops agreements and contracts where applicable to provide agency services or to secure services needed by the agency;
-Interprets program services and policies to the general public, other health service providers and the recipients of home health and health clinic service;
-Prepares budget data, cost studies and grant applications;
-Makes presentations to community and civic groups informing on and explaining agency services;
-Prepares a variety of reports and statistics related to the home health and clinic services programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of current nursing practice and administration; thorough knowledge of the epidemiological approach to the prevention and control of disease; thorough knowledge of federal and state regulations regarding home health care and long term home health care programs; good knowledge of the principles and practices of public health program administration; good knowledge of community agencies and organizations which provide services in support of health care and maintenance; ability to plan, organize and supervise the work of others; ability to assess community health needs; ability to analyze existing and proposed health programs as they affect the certified home health and long term home health care programs; ability to develop and initiate new nursing health care programs; ability to communicate effectively both orally and in writing; ability to establish effective working relationships with others; ability to prepare budget and agency cost data; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Either - **(A)** A Master's degree in nursing, public health, business administration or another health related field and two years of home care nursing experience,

Or - **(B)** Two years of experience as a supervising public or community health nurse.

SPECIAL REQUIREMENT: Licensure and current registration to practice as a Registered Professional Nurse in NYState

Competitive Class
Revised 04/17/1997 Personnel Officer