

Department: Public Health Nursing  
Classification: Competitive  
Grade: 9 M/C

**SPEC DISK C8  
DOCUMENT 20**

### **ASSISTANT DIRECTOR OF PATIENT SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional administrative nursing position in the Public Health Agency involving responsibility for assisting in planning, organizing, and directing the effective and efficient delivery of public health nursing and related home health services; also, evaluates program operations, and insures that state and federal regulations are being met. The incumbent is directly responsible for the planning, implementation, and administration of the Agency's Corporate Compliance Program and is the designated Corporate Compliance Officer. The work is performed under the general supervision of the Director of Patient Services with wide leeway allowed for the use of independent judgment in carrying out assigned duties. The incumbent does related work as required.

#### **TYPICAL WORK ACTIVITIES: (Illustrative only)**

Assists in planning, developing and implementing home health care services;  
Develops policies and procedures to implement home health care programs and objectives;  
Interprets and supports agency philosophy and services to staff and community;  
Maintains personnel files;  
Assures completion of yearly staff requirements for continuing education and training as required by state and federal regulations;  
Assists in quality assessment and performance improvement;  
Assists the agency financial management staff in coordinating internal compliance review activities;  
Provides technical assistance to departments, services, committees, and staff in developing objective standards, criteria, and indicators by which problem areas can be identified, assessed, and resolved;  
Develops policies and programs that encourage staff to report suspected fraud;  
Develops, coordinates, and participates in a multifaceted educational and training program that focuses on the elements of the compliance program and seeks to insure that employees and management are knowledgeable of and comply with pertinent state and federal standards;  
Reports on a regular basis to the agency's governing body, director, and compliance committee;  
Independently investigates and acts on complaints or concerns from patients, families, and staff related to issues concerning fraud and abuse;  
Participates in the staff development program and orientation of new employees;  
Coordinates and integrates the work of staff employed on a contractual basis including the implementation of interdisciplinary planning meetings;  
Evaluates the objectives, scope, organization, and effectiveness of the Quality Assurance Program to insure continuous quality improvement, and utilization review, maintains permanent records of all QA, UR, and CQI activity, and recommends revisions as needed;  
Assists in the development and management of the agency budget;  
Insures that incident reports are received and referred for appropriate investigation, corrective action, resolution, and monitoring;  
Is directly responsible for the overall coordination of supervisory staff as well as the guidance of nursing and therapy staff in the management of their caseloads, recording, and report writing;  
Represents the agency on committees and boards of other community agencies to foster cooperative planning and programming;  
Performs any duties requested by the director which relates to the maintenance of agency certification;  
Is responsible for the agency in the absence of the director.

#### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of public health nursing practices and procedures; good knowledge of the principles and practices of public health programs administration; good knowledge of federal and state regulations regarding home health care programs; ability to assess and analyze community health needs and services; ability to

evaluate home health agency programs and make recommendations for improvements; ability to direct and organize the work of

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others; ability to establish and maintain effective professional relationships; ability to communicate effectively; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from a regionally accredited or New York State registered college with a bachelor's degree in nursing and two years of experience as a Supervising Public Health Nurse in a certified home health agency or long-term health care program.

**SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATION:**

Eligibility for a New York State Registered Professional Nurse's license at the time of application. Possession of the license at the time of appointment.