

Department: Public Health
Classification: Competitive
Grade: 12

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DOCUMENT 04

TELEHEALTH COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing administrative and technical support of the county wide telehealth activities including installation, configuration and maintaining hardware of telehealth units. The incumbent provides on site support services to users including training to operating department employees. Work is performed under the general supervision of the Home Health Administrator. Incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates with Public Health case managers to identify patients who would benefit from telehealth units;
Contacts potential patients via phone to determine interest in telehealth units;
Requests orders for telehealth units from referring physicians;
Identifies and adjusts parameters of telehealth unit as appropriate with physician orders;
Installs and configures telehealth units in patients homes throughout Essex County;
Trains patient users on the use of telehealth units;
Monitors telehealth units for non-clinical alerts;
Works directly with telehealth unit manufacturer to troubleshoot non functioning units;
Performs data analysis on effectiveness of telehealth programs for the Home Health Unit;
Works with NYS agencies to ensure policies and protocols meet regulatory compliance.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of agency and employment resources; good knowledge of Wi-fi device pairing; good knowledge of local geography; ability to plan, organize, coordinate and evaluate the effectiveness of program plan and provision of services related to Public Health; ability to plan and deal effectively with the public; ability to analyze and organize data and prepare records and reports; ability to communicate effectively both orally and in writing; ability to operate a personal computer and utilize common office software programs; operating reports and a variety of other reports relative to program activities; ability to establish and maintain effective working relationships with others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or university with a Bachelor's degree in Social Work, Psychology or Nursing or closely related field;

- B) Graduation from a regionally accredited college or university with an Associate's degree in a health related field and two years of experience in providing human services to the public.
- C) Graduation from high school or possession of a high school equivalency diploma and four years of experience providing human services to the public.

ADDITIONAL REQUIREMENTS:

Possession of a valid New York State driver's license at the time of appointment.

Created: 7/7/2017

Revised: 5/6/2019