

## **DIRECTOR OF PATIENT SERVICES**

**JOB CODE:** 2610  
**LOCATION:** Tioga Co. Public Health Department  
**CLASSIFICATION:** Competitive  
**SALARY:** Management/Confidential  
**ADOPTED:** 12/75; 5/84; Revised 4/82, 6/97 & 9/01, ABOLISHED 08/11/14 Reso 190-14; Funded 2023 Reso 134-23 Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** This professional nursing administrative position involves responsibility for the administrative and professional operations of all patient/client services; specifically Dental, Early Intervention, and Nursing (includes Article 28 and Article 36 and clinical programs). This position has direct responsibility for all personnel under its administration to assure safe, effective, and efficient patient care services. Activities are performed under the general direction of the Director of Public Health or designee. Does related work as required.

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

- Plans, initiates, and directs patient/client services in specified program areas. Services may be onsite, mobile, at home, or community locations.
- Determines the number and types of staff, and supervision required to meet service delivery responsibilities plans orientation of new personnel and provides appropriate in-service education specific to meeting regulation, clinic requirements, and Public Health Law.
- Ensures periodic evaluation of employee performance, credentialing, required trainings and assessments.
- Participates in agency quality assurance initiatives.
- Develops procedures for systematic evaluation of patient/client services.
- Investigates Communicable Disease reports, participates in agency Communicable Disease surveillance and monitoring, implementation of mitigation activities.
- Provides management of cases and exposures in conjunction with other members of Public Health (ex. Rabies, Lead, Tuberculosis).
- May serve as Early Intervention Official (EIO), providing oversight to the Early Intervention and Preschool Special Education Programs.
- Provides oversight to Dental Director for both School Based and Article 28 Clinics.
- Coordinates in partnership with other divisions, the activities of various community organizations interested in furthering community health programs.
- Recommends agreements and contracts where applicable to provide agency services or to secure services needed by any clinic.
- Interprets clinical services and policies to the public, other health service providers and the recipients of clinical, community and at-home services.
- Assists Public Health Administration in the preparation of budget information, collection of data, and compiling of statistics for reports.

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

Comprehensive knowledge of current nursing practice and administration, public health programs administration, health economics and legislation. Knowledge of Early Intervention Program, Mobile Dental Clinic and Article 28 preferable. Ability to plan, organize and direct the activities of others; ability to interpret existing and proposed health programs as they affect staffing; ability to work cooperatively with others; ability to communicate effectively; ability to perform duties in accordance with ANA code for Professional Nurses; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:** EITHER

- a. A Master's degree in Nursing, Community Health, Public Health, or Public Administration and three (3) years of full-time paid experience or its part-time equivalent in Community Health, Public Health or Preventative Health in a Federal, State or Local Health Agency or in a Diagnostic Treatment Center, Home Health Agency, Hospice or Respite Care Program, with two (2) years of which must have involved supervisory or administrative experience; **OR**

- b. A Baccalaureate Degree in Nursing from an approved program and four (4) years of full-time or its part-time equivalent in Community Health, Public Health or Preventative Health in a Federal, State or Local Health Agency or in a Diagnostic Treatment Center, Home Health Agency, Hospice or Respite Care Program, with two (2) years of which must have involved supervisory or administrative experience.

**SPECIAL REQUIREMENTS:** Eligibility for a New York State Registered Professional Nurse's license at time of application. Possession of the license at time of appointment. Possession of valid license to operate a motor vehicle will be required at time of appointment and continuously during employment to perform essential duties occurring during normal course of work. Must be available in the event of a public health emergency.