

## DIRECTOR OF PATIENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves planning, organizing, directing, coordinating, and evaluating nursing care provided through a certified home health agency, long term home health care program, and other community health nursing programs provided by the Cattaraugus County Health Department. An incumbent has responsibility for the professional and financial operations of patient care services. The work is performed under the general direction of the Public Health Director. Supervision is exercised over nurses, therapists, contractors, other service providers, and clerical staff engaged in patient service delivery. A Director of Patient Services does related work as required.

### TYPICAL WORK ACTIVITIES:

- Directs all phases of patient services to insure complete and competent care for all patients;
- Coordinates nursing division services with other public health activities and programs;
- Evaluates the quality and quantity of services provided by nurses, home health aides, therapists, and social work staff;
- Prepares and administers the nursing services budget;
- Interviews applicants for assigned positions in order to recommend appointments;
- Assists in administering negotiated contracts defining terms and conditions of employment for staff represented by recognized employee organizations;
- Makes contacts as necessary with physicians, nurses, patients, and relatives of patients regarding the care of patients and related matters;
- Recommends staffing, equipment, and supplies needed to carry out patient services;
- Conducts conferences with nurses to plan, interpret, and review policies, programs, and procedures;
- Oversees and participates in an in-service training program;
- Keeps abreast of developments in medical science and community health nursing in order that necessary adaptations may be promptly initiated and effectively executed;
- Conducts correspondence, keeps records, and submits a variety of reports related to patient services.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern principles, practices, and techniques of community health nursing; good knowledge of business management procedures; good knowledge of the principles of personnel supervision; ability to direct and evaluate community health nursing programs; ability to plan and coordinate the work of others; ability to readily acquire knowledge of applicable laws, regulations; and policies; skill in organizing and consolidating information; skill in communicating effectively both orally and in writing; good judgement; dependability; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Possession of a current license to practice nursing issued by the New York State Education Department and:

- A. Two (2) years as a supervising community health nurse; or
- B. Two (2) years of home care nursing experience plus a masters degree in nursing, public health, business administration or another health related field.

Qualification pursuant to 10 NYCRR, Part 700-2(b) (20).

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: September 21, 2000