

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2847700

Director Health Services Operations & Management, M-4

Brief Description of Class

The Director Health Services Operations & Management manages a variety of health care systems within the Department of Corrections and Community Supervision (DOCCS). The incumbent provides oversight, policy recommendations to Department executives, technical assistance, supervision, and correctional facility case interventions.

Distinguishing Characteristics

Director Health Services Operations & Management: single position class; director level; responsible for delivery of quality, cost effective health services to the incarcerated population of DOCCS; coordinates the activities of the Assistant Commissioner of Health Services and the health services personnel at Central Office, regional, and facility levels.

Related Classes

The Director Correctional Services Facilities Planning and Development has responsibility for the formulation and implementation of maintenance policy and policy for the construction of new and rehabilitation of existing correctional facilities.

The Director Correctional Education Programs oversees the operation of all academic and vocational educational programs administered by DOCCS.

Illustrative Duties

Directs a staff of professionals in the health care management of regional health services, health Information management, coordinated specialty care and capital projects, pharmacy operations, and utilization management/quality assurance.

- Ensures compliance with all agency health care directives, policies, and procedures.
- Monitors incarcerated individual health services to ensure the agency meets standards for the quality and accessibility of incarcerated individual health care.
- Forwards or resolves urgent emergent delivery of agency health care matters routed to the Assistant Commissioner of Health Services.

Recommends health services program policy to the Assistant Commissioner emphasizing the most cost effective use of health care resources.

- Develops for the Assistant Commissioner of Health long range planning of healthcare delivery services.
- Chairs weekly facility health care operations meetings on the agency Quality Assurance Program, Utilization Management Program, Department policies and procedures reviews, accreditation standards reviews, and program development.
- Represents the Assistant Commissioner of Health at executive staff meetings when the Commissioner of Health is absent.
- Briefs the Assistant Commissioner of Health on potential agency issues and crises suggesting solutions and potential outcomes.
- Implements policy initiatives of the Assistant Commissioner of Health Services.

Manages the daily operations of major segments of DOCCS health care systems.

- Approves or reviews agency health care system requests for labor, equipment and supplies, and fiscal expenditures making sure all requests have appropriate justification.
- Develops performance appraisal program and directly evaluates the performance of subordinate Assistant Directors.

Minimum Qualifications

Director Health Services Operations & Management

Promotion: one year of permanent service as an Assistant Director Correctional Health Services or Director Correctional Nursing Services; or two years of permanent service as a Correctional Regional Health Services Administrator, Supervisor Communicable and Infectious Disease Control, or Supervisor Correctional Health Services Utilization Management.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 7/2021

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