

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

Classification Standard

Occ. Code 6698010

Quality of Care Facility Review Specialist 1, Grade 18	6698010
Quality of Care Facility Review Specialist 2, Grade 23	6698020
Quality of Care Facility Review Specialist 3, Grade 27	6698030
Quality of Care Facility Review Specialist 4, M-3	6698040

Brief Description of Class Series

Quality of Care Facility Review Specialists review, monitor, evaluate, and provide technical assistance and program expertise to public, private and not-for-profit statewide programs, and programs outside of New York State delivering services to vulnerable adults and children. The positions conduct systemic program reviews which identify risks to the health, safety, and welfare of vulnerable individuals and children receiving services in the state and out-of-state by agencies under the jurisdiction of the New York State Justice Center for the Protection of People with Special Needs.

These positions are classified only at the New York State Justice Center for the Protection of People with Special Needs.

Distinguishing Characteristics

The levels of the title series are differentiated from one another by scope of assigned duties, independence of operation, and supervision of staff.

Quality of Care Facility Review Specialist 1: full performance level; under the general direction of a Quality of Care Facility Review Specialist 2, assesses infrastructure and governance, service delivery, program management, quality of care and treatment, living conditions, incident management, Surrogate Decision Making, and personnel related issues such as staffing, and supervision and training. The positions may supervise clerical/administrative staff.

Quality of Care Facility Review Specialist 2: first supervisory; under the general direction of a Quality of Care Facility Review Specialist 3 or higher level staff, supervises Quality of Care Facility Review Specialists 1 and/or independently conducts the more complicated evaluations of programs such as out of state school reviews.

Quality of Care Facility Review Specialist 3: second supervisory level; under the general direction of a Quality of Care Facility Review Specialist 4 or higher level staff,

supervises and directs the activities of Quality of Care Facility Review Specialist 2 and Quality of Care Facility Review Specialist 1, and clerical/administrative support positions.

Quality of Care Facility Review Specialist 4: one position class, managerial level; under the direction of senior level staff, serves as the director of outreach, and directs activities of Quality of Care Facility Review Specialists 1, 2, and 3, and clerical/administrative support positions and others engaged in outreach and information and referral activities.

Related Classes

Quality of Care Facility Review Specialists (Nursing) are registered professional nurses who review medical components of cases and provide recommendations and program expertise to public, private and not for-profit statewide programs, and programs outside of New York State delivering services to vulnerable adults and children. The positions conduct systemic medical program reviews which identify risks to the health, safety, and welfare of vulnerable individuals and children receiving services in the state and out-of-state by agencies under the jurisdiction of the New York State Justice Center for the Protection of People with Special Needs.

Illustrative Duties

Quality of Care Facility Review Specialist 1

Conducts on-site individual and systemic reviews of programs operated by State Agencies under the jurisdiction of the Justice Center and of not-for-profit or private organizations licensed by the State Oversight Agencies (SOA).

Investigates complaints and allegations of abuse and maltreatment, deficient care and treatment, and suspicious deaths of persons receiving care from a facility or provider within the systems of the State Oversight Agencies.

Reviews quality of mental health care at NYS Correctional facilities by reviewing and gathering documents, and interviewing incarcerated individuals receiving services and staff providing services.

Conducts reviews and assessments of deaths of vulnerable individuals where the death is not associated with an allegation of abuse and neglect to identify circumstances of death as they relate to the provider's service delivery system.

Contacts various agencies and local government organizations to obtain pertinent documents, including Reports of Deaths, Death Certificates, and Autopsy reports.

Screens cases, conducts reviews and conducts research of cases and prepares documentation for use by the Surrogate Decision Making Committee (SDMC).

Reviews submitted declarations to ensure sufficient information is available to make determinations related to end-of-life procedures and treatment.

Serves as resource to service providers, clinicians, family and community advocates regarding regulations, protocols and procedures related to the SDMC process.

Prepares documents related to case review findings for submission to the Medical Review Board (MRB) for the MRB to make preliminary determinations regarding the death of any person with special needs who was receiving services or supports at a state operated, licensed or certified facility or program when the death is deemed unusual or appears to have resulted from other than natural causes.

Provides technical support and expertise to Internal Investigators within the Justice Center regarding program requirements, regulations, policies and procedures.

Serves as a resource to service providers, clinicians, family and community advocates regarding applicable regulations, policies and procedures.

Quality of Care Facility Review Specialist 2

May perform all of the duties and responsibilities of a Quality of Care Facility Review Specialist 1.

Presents complex findings of death reviews to the Medical Review Board (MRB) at meetings and provides additional support to the MRB as needed in the conduct of the Board's review of the death of a vulnerable person.

Coordinates, schedules and manages the Surrogate Decision Making Committee meeting/conference calls.

Coordinates, schedules and manages administrative hearings related to Surrogate Decisions made by the SDMC to ensure timeliness of hearings, panel composition and that all applicable requirements are followed.

Participates or leads a team of staff in conducting studies of service providers to determine if systemic deficiencies exist within the provider's delivery system.

Conducts reviews of complex allegations of abuse or neglect at out-of-state schools to determine if systemic issues exist within the school that requires correction and what corrective actions should be taken.

Works with service providers to develop and implement Program Improvement Plans (PIP) to correct deficiencies in their service delivery system and improve quality of care.

Monitors progress of Program Improvement Plans (PIP) and discusses progress or corrective actions needed with service providers.

Identifies and reviews relevant standards of care, including but not limited to, conducting reviews of state oversight agencies, not-for-profit and private advisories, regulations, and agency/program specific policies and procedures to identify systemic deficiencies that may impact quality of care.

Manages and directs assigned program activities by establishing deadlines and priorities, and provides training to staff on program evaluations.

Performs the full range of supervisory duties including approving leave and tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

Quality of Care Facility Review Specialist 3

May perform all of the duties and responsibilities of a Quality of Care Facility Review Specialist 2.

Provides training and technical advice to staff conducting reviews and analysis of systemic service delivery concerns impacting vulnerable individuals.

Acts as a liaison to State Oversight Agencies representatives regarding questions related to program reviews.

Reviews staff work to ensure completeness, quality and appropriateness of conclusions and recommendations.

Coordinates program reviews with other governmental agencies, providers, State Oversight Agencies, Board of Directors.

Utilizes their program knowledge and expertise to develop and implement strategies designed to assist the Justice Center carry out its mission and meet its statutory responsibilities.

Assists senior staff in developing and implementing systemic studies, including developing protocols and creating data collection instruments.

Prepares reports for senior level staff and external stakeholders regarding system-wide systemic issues, including developing recommendations for corrective actions.

Provides advice to senior staff regarding program activities, implications and proposed legislation or policy and procedures to address improvement areas or corrective measures.

Coordinates and facilitates meetings of statewide advisory committees.

Performs the full range of supervisory duties including approving leave and tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

Quality of Care Facility Review Specialist 4

May perform all of the duties and responsibilities of a Quality of Care Facility Review Specialist 3.

Oversees the Outreach Unit, which includes overseeing the response to inquiries made to the information and referral line and overseeing the conference tabling events to promote the NYS Justice Center for the Protection of People with Special Needs.

Serves as the Agency's representative on the Developmental Disabilities Planning Council (DDPC) State Plan Workgroup.

Advises Senior Staff on programmatic and regulatory issues.

Oversees the maintenance of the Agency's Disability Resource Website.

Represents the Executive Director on various Statewide Committees and attends Hearings as assigned.

Works collaboratively with the deputy director of outreach, prevention and support to assess the impact of service systems changes on people with disabilities and assists with the implementation of strategies designed to mitigate any adverse impacts.

Provides advice and recommendations to the Executive Director and senior staff regarding the implications of proposed legislation and proposed policies and procedures of licensed agencies under the jurisdiction of the Justice Center.

Conducts research on existing policies, programs and procedures of the State Oversight Agencies.

Assists the deputy director of outreach, prevention and support and other senior staff in designing and implementing systemic studies, including developing protocols, creating data collection instruments.

Performs the full range of supervisory duties including approving leave and tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

Minimum Qualifications

Quality of Care Facility Review Specialist 1

Non-competitive: bachelor's degree AND two years of experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health.

Quality of Care Facility Review Specialist 2

Non-competitive: one year of permanent service as a Quality of Care Facility Review Specialist 1 or Quality of Care Facility Review Specialist 1 (Nursing); or bachelor's degree AND three years of experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health.

Quality of Care Facility Review Specialist 3

Non-competitive: one year of permanent service as a Quality of Care Facility Review Specialist 2 or Quality of Care Facility Review Specialist 2 (Nursing); or bachelor's degree AND five years of experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a

child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health. Two years of this experience must include administrative or managerial supervision in the program areas described above.

Quality of Care Facility Review Specialist 4

Non-competitive: one year of permanent service as a Quality of Care Facility Review Specialist 3; or bachelor's degree AND six years of experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health. Three years of this experience must include administrative or managerial supervision in the program areas described above.

*A master's degree in a human services or health-related field may be substituted for one year of the required experience as described above for all titles.

Note: Experience obtained working in state agencies or programs outside of New York State that are similar or equivalent to the agencies listed above may be considered qualifying experience for all titles.

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 of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 2/2024

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