

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

Classification Standard

Occ. Code 2265200

Rehabilitation Hospital Community Relations Specialist, Grade 20

Brief Description of Class

Positions in this class serve as liaison between the Hospital and the community, between the patients and the Hospital, and between the political members of the community and the Hospital. The incumbent informs the public of programs and services available at Helen Hayes Hospital to promote Hospital utilization. Further, the subject position is responsible for handling all consumer complaints and managing the Hospital's relationship with the media through use of local newspapers and radio stations.

This position is classified only for Helen Hayes Hospital.

Distinguishing Characteristics

Rehabilitation Hospital Relations Specialist: full performance; nurtures community relations with the Hospital in hopes of increasing referrals, enhancing functional capacity of Hospital services and managing media relations with local outlets; represents Helen Hayes Hospital on various community boards.

Illustrative Tasks

Nurture Hospital's relation with the immediate community.

- Plans, arranges, sets-up, and runs Helen Hayes Hospital informational booths at various locations (including blood pressure screening offered freely to the public).
- Plans for community groups to have meetings at the hospital.
- Travels to local hospitals, speaking to Social Workers, Discharge Planners, etc., about Helen Hayes Hospital programs and services.
- Speaks to various community groups (Rotary, Lions Club, etc.) about programs and services offered by Helen Hayes Hospital.
- Represents Helen Hayes Hospital on local community boards.
- Accepts donations of various equipment, books, toys, candy, plants, etc.
- Serves as liaison between politicians and the Hospital.

Facilitates the Hospital's consumer care.

- Works with staff to plan for the development of hospital-based community support groups (Stroke Club, Head Injury Association, etc.).
- Speaks to nursing students on "Accessibility and the Disabled in the Community."
- Attends and represents the Hospital at various dedications and open houses.
- Receives, investigates, and writes up patient complaints.
- Attends various Hospital committee meetings (Medical Records, Quality Assurance, Patient Care Committee, etc.).
- Works on various Hospital-sponsored activities, such as the Classic Race, anniversary dinners, staff fund raising picnic, etc.
- Works with staff on the printing of various materials.

Minimum Qualifications

Open Competitive: This position requires a degree in a patient care field (including nursing associates or bachelors in other related health fields), plus five years of experience dealing with patient and community relations in an administrative role specifically involved in dealing with outside community agencies and/or investigating patient/client complaint.

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: 9/2024

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