

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

Occ. Code 5211700

Area Office Director, M-3

Brief Description of Class

Area Office Directors oversee regional surveillance and regulatory programs at the Department of Health (DOH). Positions oversee administrative and programmatic functions for assigned program areas; plan, implement, and evaluate program activities; and coordinate and direct staff resources to accomplish program goals in DOH regional offices.

Distinguishing Characteristics

Area Office Director: managerial level; reporting to an Associate Commissioner, Health Program Director, or other manager, oversees regional surveillance and/or regulatory programs for an assigned geographic area; and supervises multiple surveillance and/or regulatory teams directed by Health Systems Specialist 4 and/or other professional staff.

Related Classes

Health Systems Specialists develop, implement, and monitor DOH surveillance and regulatory programs to ensure that healthcare services and facilities meet professional standards of practice, appropriateness, and quality, and comply with laws, rules, and regulations. Incumbents observe and evaluate patient and resident care; investigate and make recommendations regarding facility licensure and/or certification; apply enforcement actions and monitor corrective action plans; and develop, implement, and evaluate health policies and procedures.

Illustrative Duties

Supervises multiple Health Systems Specialists 4 and/or other professional staff in the performance of surveillance and/or regulatory activities in an assigned geographic region.

Develops, implements, and evaluates regional surveillance and/or regulatory programs; and ensures that operations are consistent with those in other areas of the State.

Schedules and directs surveillance activities to meet State and federal objectives, and ensures timely completion of surveys by assigning staff and prioritizing regional needs.

Oversees administrative activities for assigned program areas, and ensures that staff have adequate resources to perform surveillance and/or regulatory functions.

Oversees healthcare complaint and investigation programs by triaging requests and assigning staff to visit impacted facilities; determines appropriate corrective actions through review of staff work and on-site evaluations.

Makes presentations and provides training to various groups on DOH policies, procedures, and regulatory requirements.

Develops working relationships with healthcare providers, associations, and other groups to further program goals; develops and implements strategies for improving and maintaining relationships; and functions as a regional liaison for DOH with various parties.

Reviews and analyzes regional data and staff reports to evaluate the effectiveness of programs; based on review, makes adjustments to programs to improve outcomes.

Based on review of data and staff reports, recommends appropriate enforcement actions to DOH management.

Implements regional tracking systems to monitor operations, and ensure compliance with State and federal requirements.

May oversee Certificate of Need processes, and recommend licensure and/or certification of healthcare facilities and programs.

May plan and direct responses to public health emergencies; assign staff to investigate disease outbreaks; and develop disaster preparedness plans in consultation with other DOH staff, and State and local agencies.

Minimum Qualifications

Area Office Director

Promotion: one year of service as a Health Systems Specialist 4, or other qualifying DOH regulatory or surveillance title.

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.

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