

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

Classification Standard

**Occ. Code 2845601**

<b>Health Program Administrator, Grade 18</b>	<b>2845601</b>
<b>Health Program Administrator 1, Grade 23</b>	<b>2845600</b>
<b>Health Program Administrator 2, Grade 25</b>	<b>2845602</b>
<b>Health Program Administrator 3, Grade 27</b>	<b>2845603</b>
<b>Health Program Administrator 4, Grade 29</b>	<b>2845604</b>
<b>Health Program Administrator 5, M-4</b>	<b>2845605</b>

Brief Description of Class Series

Positions in this series perform a broad range of activities in the administration, supervision and oversight of agency programs, including but not limited to the design, implementation, administration, management, operation, and assessment of program effectiveness. Health Program Administrators are classified throughout the Department of Health with organizational placement and grade level of the position dictated by the nature of assigned duties. The levels of Health Program Administrators are distinguished by the complexity, stability, and scope of the program managed and supervision exercised.

Distinguishing Characteristics

*Health Program Administrator:* entry level; under the supervision of a higher-level Health Program Administrator or other program manager, performs a variety of tasks relating to the administration and operation of health programs.

*Health Program Administrator 1:* advanced performance level; responsible for more complex, varied duties, and may include supervisory responsibilities; provides program oversight either directly or through contractual services, which may include multiple service provisions or funding sources; develops, interprets or modifies policies, procedures, guidelines, and reporting requirements as needed; handles assignments where there are no clear precedents as well as interacts with the public; and may be responsible for one or more administrative functions, which varies by size and complexity of the program or bureau.

*Health Program Administrator 2:* supervisory level; oversees professional staff engaged in health program design, implementation, operation and/or assessment as well as management or administration. Assignments are varied

and determined by the program area and the maturity of the health program; often called upon for assignments with no clear precedents or established guidelines; interacts with the public and/or representatives of other State and federal agencies; and may be required to interpret and clarify policy guidelines as well as identify critical issues for upper management.

*Health Program Administrator 3:* supervisory level; directs a unit having responsibility for a significant program or portion of a program; may function as the second in command of a small bureau, the manager of a unit with significant program activities, or as a manager of several units within a bureau; and may be a leader of a cross-functional team and be required to handle new or high-visibility initiatives.

*Health Program Administrator 4:* managerial level; may serve as the head of a small bureau, as an assistant director in a larger bureau, or as manager of larger units, or assist in the management of another significant program area within the Department of Health.

*Health Program Administrator 5:* director level; directs program areas of significant importance and scope.

### Related Classes

Public Health Representatives perform programmatic reviews related to the content of an assigned public health program. Activities include oversight of program content; performance of quality assurance for local providers of public health service programs; provision of educational information; provision of training and quality of service standards for public health service programs; and assistance to local health departments in developing quality public health outreach and intervention services.

Health Planners research and analyze medical resources and health care needs, design and implement programs to address shortages, conduct health planning analyses, convene work groups to achieve improvements in health care quality, access, affordability, and efficiency, promote health systems and public knowledge of health care, track and analyze legislation, draft regulations, and conduct special health planning studies.

Contract Management Specialists negotiate, develop, prepare, review, implement, process, track and provide fiscal and administrative oversight of contracts. They audit and process contract claims and vouchers, and approve and review contract payments to ensure that the payments are in accordance with contract terms. Incumbents may also provide technical assistance related to New York State's laws, rules, regulations and policies on contract administration to State agency staff, individuals, or organizations.

## Illustrative Duties

### *Health Program Administrator*

Assists parties in resolving problems by interpreting program guidelines and regulations; provides information; and responds to routine correspondence and inquiries, gathering information as needed.

- Reviews documents to ensure that all necessary issues have been addressed and comply with law, rules, or regulation. Documents may include, but are not limited to: grants or contracts, certificate of need applications, health care provider survey documents, reports of complaints regarding health care providers, investigations of such complaints, reports of hospital incidents, long-term care patient abuse reports, applications and proposals from health care providers for the implementation of new or the expansion of existing facilities or services, reports submitted by outside agencies, area/regional district offices, and local governments, client specific data reports, health insurance documents, and interim fiscal or administrative reports submitted as a contract requirement.
- Conducts research of law, rules, regulations, federal requirements, and program procedures, and prepares draft changes as needed.
- Acts as liaison for administrative processes between Department of Health staff and applicants for grants or contracts, health care providers, professional organizations, health care associations, health insurance providers, staff of other agencies, local governments, outside attorneys, and the general public.

Monitors health program grant and contract activity.

- Drafts requests and criteria for applications/proposals for service delivery contracts, obtaining input on technical issues and program requirements.
- Assists in the evaluation of applications or proposals for conformance to established criteria.
- Reviews periodic and final reports of grant and contract activity for funds given to service providers by the Department of Health for specific services and demonstration projects, reviews statistics of services delivered to ensure necessary levels of service provision are maintained and that spending is within limits.
- Prepares recommendations for continuation of funding based on review of grant renewal requests, expenditures on the current contract, statistical

and quality review of service provided in the current year, and consultation with technical staff of the program.

Prepares narrative reports and drafts correspondence concerning health regulatory/surveillance programs and standards for public health programs.

- Reviews federal guidelines and State and federal regulations.
- Collects, analyzes, and summarizes program data.
- Describes the progress of programs, expenditure levels, service needs met or unmet, number of cases, applications, complaints, incidents, etc.
- Develops and implements manual and automated processing, review, tracking and record keeping and database systems.

Assists in drafting regulations pertaining to health regulatory/surveillance programs and their standards, public health or health insurance programs.

- Researches the intent of legislation and purpose of regulation and conducts related reviews.
- Interprets legislation in regulatory form; and/or drafts new or revised regulations for review by higher level staff.

Serves as program liaison with administration staff units.

- Participates in the hiring process and plans logistics of leasing, telecommunications, purchasing, furniture, and other administrative concerns.
- May obtain budget waivers and contract approvals.
- Interfaces with Departmental Human Resources and Operations Units as well as Fiscal Management Units.

May supervise paraprofessional and/or support staff.

- Provides supervision, guidance, and oversight to subordinate staff, and intervenes and resolves problems as necessary.
- Determines and oversees staff assignments.
- Approves leave and tracks time and attendance.
- Reviews, monitors, and evaluates staff performance.
- Completes performance evaluations.
- Identifies training needs and arranges for provision of training.
- Manages and directs program activities by setting priorities and deadlines.

#### *Health Program Administrator 1*

May perform all of the same duties and functions as a Health Program Administrator, but more independently, and may supervise staff in the administration of program activities.

Develops regulations resulting from legislative or administrative actions that require new or modified regulations for program implementation and monitoring. Assist in the development of standards.

Administers health care surveillance/regulatory programs; conducts health care surveillance as necessary; and ensures the quality of health care and services delivered to the State's residents.

- Develops surveillance plans.
- Participates in the surveillance of providers with staff representing various disciplines.
- Participates in certification visits to providers.
- Makes recommendations regarding licensure and certification of providers, identifying deficiencies; recommends corrective action; and makes recommendations for citations and enforcement actions.
- Manages complaint and reporting processes.

Develops, implements and/or administers the ongoing operation of public health and health care regulatory programs, health insurance, or other initiatives.

- Oversees contractual arrangements between the agency and public health/health care service providers, county/local health departments, other agencies, or other health-related organizations such as health insurance providers; and furnishes technical assistance to and ongoing oversight of such programs or contracts.
- Assists in the development and implementation of public health and health care programs carried out through memoranda of understanding (MOUs) and letters of agreement (LOAs) with other State and local agencies.

Manages administrative aspects of an agency program, bureau, division, center, or other organizational unit.

- Participates in the design, management, and administration of health care payment and health insurance programs.
- Administers a variety of federal and private health program grants.
- Serves as program liaison to a variety of parties including federal, State and local government officials, health care providers, health associations/organizations, and consumers.

Prepares written material in the form of reports, correspondence, and other documents related to program functions.

### *Health Program Administrator 2*

May perform all of the same duties and functions as a Health Program Administrator 1 and is expected to supervise professional staff engaged in programmatic activities.

Acts as the supervisor of a small unit of subordinate Health Program Administrators and other staff, or as an Assistant Director of a larger Unit or Bureau within the Department of Health. Provides supervision, guidance, and oversight to subordinate staff; intervenes and resolves problems as necessary; and supervises staff in the development of health policy, and implementation of new health care and public health initiatives, including regulatory programs, health insurance, surveillance procedures, grants management, and contract administration. Determines and oversees staff assignments: reviews, monitors, and evaluates staff performance. Manages and directs program activities by setting priorities and deadlines.

Independently manages grant programs, program and request for application (RFA) development, coordination of procurement process, coordination of application review teams, contract development, and execution and contract management.

- Collaborates within the department and with other agencies about policy decisions related to grant funding priorities and evaluation criteria.
- Interfaces within and outside of the department on all aspects of the procurement process.
- Provides technical assistance to contractors regarding programmatic, fiscal, data and reporting requirements.
- Oversees the monitoring and evaluation of contractors to ensure program requirements are being met.

Provides policy direction on legislative, regulatory, and monitoring activities affecting Department programs.

- Researches federal initiatives, analyzes impact on State programs, and develops recommendations for State response.
- Collaborates with Division of Legal Affairs, Public Affairs Group, State and federal control agencies, and local entities in development of legislative reforms, as needed.
- Implements new legislative initiatives.

### *Health Program Administrator 3*

May perform all of the same duties and functions as a Health Program Administrator 2.

Provides overall supervision and guidance of Unit/Bureau activities and staff.

Assumes leadership responsibilities in the absence of higher-level management, as needed.

- Provides administrative leadership for a unit or program by managing various fiscal, personnel, policy/procedure development, information and communication systems and other administrative functions.
- Oversees the development of program budget requests; approves and negotiates personnel/staffing levels and selection of staff; sets priorities and negotiates for departmental resources.
- Manages organizational development, change processes, or specific emergent or long-term projects.
- Manages and directs program activities.
- Responds to critical and high-profile issues and requests for information.
- Develops and implements standards for program evaluation and strategies for problem resolution.

Directs and manages staff who oversee grants, contracts, and the grant and contracting process for a program area.

Represents the agency as a liaison with other governmental entities on a local, State, or federal level; or with field units for program, project, or policy areas as assigned.

- Provides policy interpretation and ensures uniform application.
- May serve as program expert in meetings, interdisciplinary teams, work groups, and conferences.

#### *Health Program Administrator 4*

May perform all of the same duties and functions as a Health Program Administrator 3.

Functions as assistant to the bureau director or equivalent manager or as administrative head of several smaller units.

- Manages a group of professional and clerical staff, which may include a variety of professional and technical disciplines.
- Serves as a management level liaison.
- Establishes unit priorities by directing and implementing program policies, procedures and standards.
- Coordinates with other programs, bureaus, divisions, and agencies.

Develops program evaluation and strategies for problem resolution.

- Specifies regulation and policy interpretation to ensure uniform application.
- Ensures compliance with program policy and regulation.
- Develops effective and efficient plans for completing the assigned objectives.
- Coordinates bureau resources in support of specified objectives.
- Oversees staff to ensure effective response to the established priorities.

Partners with other units, programs, agencies, providers and advocacy groups to develop and implement public health policies.

Coordinates policy development and procedure definition.

Participates in public speaking activities, educational workshops/seminars, dialogue groups, inter and intra-agency teams and workgroups, etc.

Functions as a high-level administrator in support of Executive staff, and Division, Center, or Bureau Directors. Provides policy recommendations to upper-level management.

#### *Health Program Administrator 5*

May perform all of the same duties and functions as a Health Program Administrator 4.

Performs the full range of managerial duties.

Directs major department functions.

Responsible for policy development and implementation as well as developing program priorities in support of the Department of Health mission.

#### Minimum Qualifications

##### *Health Program Administrator*

Open Competitive: Six years\* of experience in the administration, supervision, and oversight of agency programs including but not limited to the design, implementation, administration, management, operation, and assessment of program effectiveness.

OR four years\* of the experience described above and completion of a two-year traineeship.

Promotion: permanent competitive service either as a Trainee 2 in an administrative traineeship or as a Public Management Intern.

*Health Program Administrator 1*

Promotion: one year of permanent service in a Department of Health position at or above a Grade 18.

*Health Program Administrator 2*

Promotion: one year of permanent service in a Department of Health position at or above a Grade 18.

*Health Program Administrator 3*

Promotion: one year of permanent service in a Department of Health position at or above a Grade 22.

*Health Program Administrator 4*

Promotion: one year of permanent service in a Department of Health position at or above a Grade 24.

*Health Program Administrator 5*

Promotion: one year of permanent service in a Department of Health position at or above a Grade 27.

Substitutions: An associate degree may substitute for two years of experience; a bachelor's degree may substitute for four years of experience; a master's degree may substitute for five years of experience; and a doctorate may substitute for six years of experience.

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 2/26

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