

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

Tentative 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; provide program oversight either directly or through contractual services, which may include multiple service provisions or funding sources; develop, interpret or modify policies, procedures, guidelines, and reporting requirements as needed; handle assignments where there are no clear precedents as well as interact 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; oversee 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; interact 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 to identify critical issues for upper management.

*Health Program Administrator 3:* supervisory level; direct 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*

Assist parties in resolving problems by interpreting program guidelines and regulations; provide information; respond to routine correspondence and inquiries, gathering information as needed.

- Review documents to ensure that all necessary issues have been addressed and are in compliance 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.
- Conduct research of law, rules, regulations, federal requirements, and program procedures, and prepare draft changes as needed.
- Act 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.

Monitor health program grant and contract activity.

- Draft requests and criteria for applications/proposals for service delivery contracts, obtaining input on technical issues and program requirements.
- Assist in the evaluation of applications or proposals for conformance to established criteria.
- Review 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, review statistics of services delivered to ensure necessary levels of service provision are maintained and that spending is within limits.
- Prepare 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.

Prepare narrative reports and draft correspondence concerning health regulatory/surveillance programs and standards for public health programs.

- Review federal guidelines and State and federal regulations.
- Collect, analyze, and summarize program data.
- Describe the progress of programs, expenditure levels, service needs met or unmet, number of cases, applications, complaints, incidents, etc.
- Develop and implement manual and automated processing, review, tracking and record keeping and database systems.

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

- Research the intent of legislation and purpose of regulation and conduct related reviews.
- Interpret legislation in regulatory form; and/or draft new or revised regulations for review by higher level staff.

Serve as program liaison with administration staff units.

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

May supervise paraprofessional and/or support staff.

- Provide supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determine and oversee staff assignments.
- Approve leave and track time and attendance.
- Review, monitor, and evaluate staff performance.
- Complete performance evaluations.
- Identify training needs and arrange for provision of training.
- Manage and direct 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.

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

Administer health care surveillance/regulatory programs; conduct health care surveillance as necessary; and ensure the quality of health care and services delivered to the State's residents.

- Develop surveillance plans.
- Participate in the surveillance of providers with staff representing various disciplines.
- Participate in certification visits to providers.
- Make recommendations regarding licensure and certification of providers, identify deficiencies; recommend corrective action; and make recommendations for citations and enforcement actions.
- Manage complaint and reporting processes.

Develop, implement and/or administer the ongoing operation of public health and health care regulatory programs, health insurance, or other initiatives.

- Oversee 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 furnishing technical assistance to and ongoing oversight of such programs or contracts.
- Assist 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.

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

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

Prepare written material in the form of reports, correspondence, and other documents related to the 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.

Act 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. Provide supervision, guidance, and oversight to subordinate staff; and intervene and resolve problems as necessary; supervise 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. Determine and oversee staff assignments: review, monitor, and evaluate staff performance. Manage and direct program activities by setting priorities and deadlines.

Independently manage 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.

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

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

- Research federal initiatives, analyze impact on State programs, and develop recommendations for State response.
- Collaborate with Division of Legal Affairs, Public Affairs Group, State and federal control agencies, and local entities in development of legislative reforms, as needed.
- Implement new legislative initiatives.

### *Health Program Administrator 3*

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

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

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

- Provide administrative leadership for a unit or program by managing various fiscal, personnel, policy/procedure development, information and communication systems and other administrative functions.
- Oversee the development of program budget requests; approve and negotiate personnel/staffing levels and selection of staff; set priorities and negotiate for departmental resources.
- Manage organizational development, change processes, or specific emergent or long-term projects.
- Manage and direct program activities.
- Respond to critical and high-profile issues and requests for information.
- Develop and implement standards for program evaluation and strategies for problem resolution.

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

Represent 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.

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

#### *Health Program Administrator 4*

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

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

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

Development of program evaluation and strategies for problem resolution.

- Specify regulation and policy interpretation to ensure uniform application.

- Ensure compliance with program policy and regulation.
- Develop effective and efficient plans for completing the assigned objectives.
- Coordinate the resources of the bureau in support of specified objectives.
- Oversee staff to ensure effective response to the established priorities.

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

Coordinate policy development and procedure definition.

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

Function as a high level administrator in support of Executive staff, and Division, Center, or Bureau Directors. Provide 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.

Perform the full range of managerial duties.

Direct major department function.

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: a Bachelor's Degree 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.

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 9/21

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