

**DIRECTOR OF PATIENT SERVICES
(HOME HEALTH AGENCY)**

Department: Chemung County Health Department
Classification: Competitive
Adopted: 08/24/1982
By: Chemung County Civil Service Commission
Revised: 06/13/2017
By: Regional Civil Service Commission

DISTINGUISHING FEATURES OF THE CLASS: Director of Patient Services (DPS) must be established as a full-time position in all licensed and certified home care agencies and serves as the home care agency administrator. The DPS shall be appointed by the Public Health Director under delegation of authority from the Chemung County Executive in accordance with the state and federal regulations. The Chemung County Legislature is the governing body for the Chemung County Home Care Agency and delegates certain oversight and quality assurance responsibilities to the Board of Health. DPS shall report to the Chemung County Board of Health. It is an administrative position that is responsible for the administration, professional and financial day to day operations of the home care agency. This position has direct responsibility for all personnel under its administrative jurisdiction in order to assure safe, effective, and efficient patient care services. Activities are performed under the general direction of the governing authority of the home care agency.

TYPICAL WORK ACTIVITIES: (The following work activities are listed as examples only and in no event shall an employee be limited to only those examples listed here.)

- Plans, coordinates and evaluates the patient care services provided by the home care agency through nursing and other staff employed directly or by contract;
- Responsible for the day to day activities of the home care agency and to ensure the availability of a clinical manager during all operating hours;
- Ensures that the home care agency employees qualified personnel, including assuring the development of personnel qualifications and policies;
- Provides sufficient number of Registered Nurses to insure that every patient receives care by or under the supervision or direction of a registered Nurse;
- Makes provision for sufficient number of supervisory nurses to provide adequate qualitative and quantitative control of patient care services;
- Determines the number, types of staff and supervision required to meet the agency's responsibilities;
- Recruits staff qualified to provide the quality and quantity of services which the agency offers to patients in their place of residence;
- Prepares and manages annual budget;
- Prepares descriptions for each category of employed or contracted positions to clearly identify the scope of practice, responsibility, and accountability of the individual accepting the position;
- Develops and recommends personnel policies to include reimbursement scales, hours of work, vacation and sick leave benefits, pre-employment and periodic physical examinations and such other conditions of employment for submission to the governing authority;
- Plans orientation of new personnel and provides appropriate in-service education specific to meeting agency responsibilities;
- In conjunction with the Supervising Public Health Nurses, develops and the facilitates the agency's Quality Assessment and Performance Improvement (QAPI) Program and the Infection Control Plan;

- Makes provisions for periodic evaluation of employee performance;
- Coordinates activities of the Professional Advisory Committee with the governing authority;
- Interprets agency services and policies to the general public, other health service providers and the recipients of the home care agency services.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: .Comprehensive knowledge of current nursing practice and administration, public health programs, administration, health economics and legislation; comprehensive knowledge of community organization; working knowledge of research methods; ability to plan, organize and direct the activities of others; ability to interpret existing and proposed health programs as they affect nursing; ability to work cooperatively with others; ability to communicate effectively; ability to perform duties in accordance with ANA Code for Professional Nurses; acceptable physical and mental health to carry out the responsibilities of the position.

MINIMUM QUALIFICATIONS:

Graduation from an approved school acceptable to the New York State Department of Health with:
Either:

- A) Baccalaureate in Nursing and four (4) years of satisfactory experience, as a Community Health Nurse, which two (2) years of experience shall have been as a Supervising Public Health Nurse in a certified home care agency or a long term health care program; **or**
- B) Baccalaureate in Nursing and four (4) years in Community Health, Public Health or Preventative Health in a Federal, State or local health agency or in a Diagnostic Treatment Center, *two (2) years of which must have involved supervisory experience or administrative experience regardless of the title; **or**
- C) Master's Degree in Nursing, Health Education, Community Health, Public Health, Public Administration and three (3) years of experience as defined in (B) above.

*includes experience as defined in 10 NYCRR 11.40, 11.41 and 11.42

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS: Eligibility for a New York State Registered Professional Nurse's license at the time of application. Possession of the license at the time of appointment.

NOTE: A Director of Patient Services may not be appointed until satisfactory evidence of possession of the above requirements has been presented to and approved by the Regional Community Nursing Services Administrator as authorized by State Department of Health.