

Jurisdictional Class: Competitive
EEO Category: Officials/Administrators
Revised: 09/27/2021

DIRECTOR OF MEDICAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for directing, planning, organizing, developing, implementing and monitoring all the aspects involved in administering the medical services program. The goal of the program is to assure eligible clients access to appropriate medical services that are available. Responsibilities include supervision of Medicaid applications and determinations of eligibility for all Medicaid programs, community and long-term care/chronic care cases, Managed Care Services, as well as, the Office of Continuing Care, and the medical accounting procedures required to operate the program. Supervision is exercised over professional and clerical staff. The incumbent in this class participates in agency policy development, reorganization and efforts to correct operational deficiencies. The work is performed under the general direction of the Commissioner of Social Services. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Responsible for overseeing the Medicaid eligibility of all Medicaid cases and programs, opened and/or managed by Oneida County;

Reviews, directs and evaluates work in order to ensure appropriate levels of health care for the elderly and chronically ill;

Selects personnel and maintains staffing required to meet the needs of the program;

Provides direction and supervision to agency staff, assuring that on-going training is available, and that staff are performing satisfactorily within their defined responsibilities;

Analyzes and evaluates the impact of the Medicaid programs for community and long term/chronic care and Managed Care Programs, and develops written reports for submission to the Commissioner of Social Services;

Maintains statistical data to support reports and/or as needed by the department;

Provides information to the general public and to the service community on the availability and appropriate use of Medicaid programs through cooperative agreements, public speaking, media releases, and participation on advisory boards;

Interprets Federal, State and local policies and programs, as they relate to Medicaid Community, Long Term/Chronic Care Programs, Managed Care and Administration of the Office of Continuing Care;

Ensures optimal use of financial resources relative to Medicaid funded services;

Provides information and makes recommendations to ensure a comprehensive continuum of services for the chronically impaired;

Participates in the development of the annual department budget and report;

Coordinates with agencies involved in managing long-term health care, making sure that non-institutional services such as transportation, housing, day-care and homemaker services are available wherever appropriate;

Develops agreements, contracts and grants, where applicable, to provide agency services or to secure services needed by the agency in consultation with the department head;

Assures collection of, and interprets, data in regard to the Medicaid programs and the performance of current community, long-term/chronic care, and managed care systems;

continued...

TYPICAL WORK ACTIVITIES (cont'd):

Maintains effective relationships with advisory committees, the provider and consumer community, County administration and the Legislature;
Plans and develops a formal managed care plan to be used as a guide in assuring the quality of medical services to Medicaid eligibles;
Analyzes and evaluates the impact of the Medicaid Community, Long Term/Chronic Care, and Managed Care programs for on-going evaluation and program improvement.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the Medicaid regulations, policies, and program(s), and eligibility criteria as operated under the New York State Department of Health and administered through the local Department of Social Services and Office of Aging and Continuing Care; thorough knowledge of programs and community resources that can be utilized to aid the elderly and chronically ill; thorough knowledge of Federal, State and local laws related to human services programs; ; good knowledge of the functions and character of relationships between the Office of Continuing Care, health and human service institutions, and the community; good knowledge of governmental budgeting procedures; good knowledge of modern principles of supervision and management; good knowledge of public information and relations techniques; ability to plan, coordinate and evaluate medical programs for low income individuals or families, community based and long-term health care program(s), and the needs of the chronically ill and aged populations; ability to plan and supervise the work of others, and to evaluate their performance; ability to express oneself clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** six (6) years of experience in social casework, two (2) years of which must have been in the field of medical social work with one (1) year in a supervisory capacity;
- (B) Graduation from an accredited or New York State registered college or university with an Associate's Degree, **AND** eight (8) years of experience in social casework, two (2) years of which must have been in the field of medical social work with one (1) year in a supervisory capacity.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Title change from "Project Director of CAPA": 06/05/1996

Adopted: 1987
Revised: 06/05/1996; 10/01/1996; 09/27/2021