

DEPARTMENT: HEALTH
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 9, 2019

PUBLIC HEALTH OFFICE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing administrative support for those performing public health activities related to promoting health and preventing disease. The incumbent has the responsibility for performing highly complex duties to further the overall work of the department by handling details of office management procedures and making recommendations for methods of handling a variety of management issues. General supervision is received from the Director of Nursing Services–Public Health, a Supervising Public Health Nurse or other public health administrator with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Collaborates with the Supervising Public Health Nurse(s) to manage daily office flow and assist with office administrative processes and systems;
2. Develops systems to monitor and track workflow efficiency;
3. Oversees agency quality improvement plans to improve division efficiency and daily flow;
4. Generates and reviews scheduling reports to assist with recommendations for appropriate clinic staffing ratios;
5. Collaborates with division administration to determine, develop, and implement agency goals, procedures, and policies;
6. Coordinates staff program and clinic schedules;
7. Generates and reviews reports to make recommendations for office facilitation based on available data analytics;
8. Assists with the preparation and development of grant proposals;
9. Completes reports necessary for compliance with federal and state rules, regulations and policies;
10. Monitors and oversees activities related to Article 28 and Licensed Home Care Services Agency (LHCSA) to ensure compliance with all applicable regulations and policies;
11. Implements managerial control systems to aid in compliance with all applicable rules, regulations, and policies;
12. Compiles evidence-based statistics for reporting to the Centers for Disease Control;
13. Compiles data and generates reports for statistical reporting.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of modern public health practices; good knowledge of medical/nursing terminology; good knowledge of the organization, functions, laws, policies and regulations, terminology, programs and objectives and goals of the agency; working knowledge of community service agencies and facilities; good knowledge of office management techniques; skills in the use of modern office equipment, computers, related peripherals, and modern office software including word processing, spreadsheets, and databases; ability to operate a computer and modern office software at an acceptable rate of speed and accuracy; ability to plan and coordinate daily activities; ability to exercise sound professional judgment; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to organize and maintain accurate records and files; ability to understand and empathize with the needs and concerns of others; ability to compile data and prepare reports; tact and courtesy; initiative; resourcefulness; neat professional appearance; physical condition commensurate with the demands of the position.

CONTINUED

PUBLIC HEALTH OFFICE COORDINATOR COORDINATOR

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Candidates must be permanently employed in the competitive class in the Niagara County Health Department and must have served on a permanent basis for three (3) years as a Clerical III or Account Clerical IV immediately preceding the date of exam.

OPEN COMPETITIVE QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in a business-related field and two (2) years of full-time paid administrative* or management experience;
OR
2. Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in a business-related field and four (4) years of full-time paid administrative* or management experience.

NOTE: Administrative experience is defined as the responsible direction and control of an organizational unit or program. In addition to the supervision of work groups, an administrator is involved in planning, resource allocation, program evaluation, and policy formulation. Experience performing specialized functions or "staff activities" such as budgeting, finance, administrative analysis or personnel, which do not involve the aforementioned responsibilities, are not considered administrative.