

## **DIRECTOR OF CONTINUING CARE SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this position is responsible for the planning, development, implementation, administration and coordination of the County's continuing care services. Work includes but is not limited to evaluating the use of continuing care resources and planning for the County's continuing care resource needs; educating, informing and assisting the community about continuing care service options and how to access these public and private services. The incumbent works with individuals, families and service providers to ensure that laws and regulations concerning access to these services are followed, and also ensures that the use of these services and resources are optimized effectively and efficiently. This work includes the establishment and maintenance of effective working relationships with hospitals, long term care facilities, home health care and community based health agencies. Work is performed under the general direction of the Ulster County Executive and/or designee with wide leeway allowed for exercising independent professional and administrative judgment in carrying out the mission of the program. Supervision may be exercised over program and support staff.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Organizes and delivers a program of public information about continuing care service options and how to access them through the distribution of printed media, presentations in public forums and through available media;

Oversees and coordinates the County government's planning effort for continuing care service resources, to ensure that the residents of Ulster County have access to the type and amount of services that are needed;

Collects data and other information to evaluate how continuing care resources are being used and to inform effective resource planning;

Oversees and participates in assisting individuals and families to assess their continuing care service needs, identify the services that are available to them, and refer them to the most appropriate services;

Ensures that community members are aware of community-based service options and how they may be accessed, before considering the use of institutional services;

Promotes effective communication among health and human services agencies in the county to ensure high quality service provision and coordination;

Interprets policies and procedures regarding care coordination to professional and administrative staff;

Works with State and local agencies to review CON applications for planning and resource development purposes;

Prepares reports and maintains detailed records as required; Participates in studies and conducts research as it relates to care coordination.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of the various types of patient care and treatment particularly as it applies to planning for continued patient care ; thorough knowledge of the practices and techniques used in planning care outside of a hospital environment; thorough knowledge of federal, state and local public laws and programs as they pertain to the disabled and geriatric populations; good knowledge of the current trends and modern techniques in the field of medicine, nursing, social work and health education; familiarity with federal, state and local laws applicable to home care of patients; ability to establish and maintain effective working relationships with professional staff, patients and their families and the general public; ability to effectively communicate both orally and in writing; initiative and resourcefulness; sound professional judgment; tact; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a New York State registered or regionally accredited college or university with a Master's Degree in Health Care Administration, Nursing, Social work or a closely related field and one (1) year of full-time, paid experience in an administrative supervisory position where there was responsibility for assessing continued care needs and referring to appropriate services upon discharge from a health care institution; OR
- B. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree in Health Care Administration, Nursing, Social work or a closely related field and three (3) years of full-time, paid experience in an administrative supervisory position where there was responsibility for assessing continued care needs and referring to appropriate services upon discharge from a health care institution; OR
- C. An equivalent combination of training and experience as defined by the limited of A and B above.

ULSTER COUNTY  
2563 DIR CC SRV  
Classification: Competitive  
NUMGT

Adopted: January 25, 2012