



WORKING TITLE: ADMINISTRATIVE SERVICES DIRECTOR	CLASSIFICATION: ADMINISTRATIVE SERVICES DIRECTOR
DEPARTMENT: HEALTH & HUMAN SERVICES	DIVISION: HEALTH & HUMAN SERVICES
PAY RANGE: NBYCM 32	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER DEPARTMENT	REVISION DATE: JULY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The Health and Human Services (HHS) Administrative Services Director oversees the financial, data, electronic health record development/management, and behavioral health utilization management operations of the County’s HHS department and reports directly to the HHS Director.

The Administrative Services Director joins ten other Health & Human Services managers in oversight of the department’s 300+ employees and plays a lead role in preparing an annual budget exceeding 50 million dollars. This position maintains focus on mission and outcomes and works with the HHS leadership team to develop department-wide solutions to the challenges of providing the highest quality publicly funded safety net services.

This position works with the department heads and division managers to prepare, implement, and monitor department program budgets and responds to operational changes. The position provides assistance and direction to division managers and department staff in areas related to the fiscal, contractual, and data needs of the organization. The position employs and evaluates HHS accounting, analytics, electronic health record (EHR), and utilization management program staff and provides routine fiscal, analytical, quality management, and operational feedback to director. The position also manages the County’s Veterans Services Office. The HHS Administrative Services Director may be a liaison with other County departments and functions as director’s designee in areas such as accounts payable/receivable, data/fiscal reporting, electronic health record improvements, and quality management.

SUPERVISION RECEIVED:

Works under general supervision of the Department Head with considerable independent judgment.

SUPERVISION EXERCISED:

Oversees HHS department fiscal, analytics, EHR, utilization management, and veterans’ services employees and supervisors of the Administrative Services Division and routinely provides consultation to HHS Department Head, Behavioral Health Director, and other division managers on fiscal and operational projects.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON

ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Maintains responsibility for overall development, coordination and management of fiscal and management information systems (MIS) for department
- Oversees the designs and implementation of department electronic medical record and assists program staff to develop objectives and methods of evaluation of success in meeting objectives.
- Forecasts resources needed for effective service delivery in each of the department's six divisions.
- Reviews and/or approves department fiscal and data reports; oversees projections of revenue and expenditures to monitor and ensures compliance with local, state, federal and other funding entities.
- Develops and recommends annual fees for behavioral health and public health programs to department head and Board of Commissioner (BOC).
- Reviews rate setting documents of downstream providers.
- Designs reporting mechanisms for division programs to ensure sound fiscal management and to assist other managers to meet service needs.
- Advises department director on particular program area staffing and budget needs.
- Employs, supervises, evaluates, and provides training of accounting, analytics, EHR, and utilization management staff for department.
- Oversees and monitors the fiscal, data reporting, and quality of the community care organization funded behavioral health services and provider network.
- Defines, assists, and develops procedures for division utilization reviews and works with division managers to ensure that utilization reviews meet requirements set by administrative review and/or professional standards.
- Develops, coordinates, and evaluates organizational efforts in planning and implementation of programs across HHS divisions.
- Consults with other public and private entities in development of programs and facilities.
- Develops and monitors department policies for compliance with federal and state requirements for Medicaid.
- Plans and implements programs that respond to consumer needs including development of new programs.
- Assumes responsibility as acting director during absence of department director.
- Performs other professional duties as required by the department director.

JOB SPECIFICATION**KNOWLEDGE OF:**

- Fiscal and budget laws and practices.
- Rules, laws, and policies governing the department operation.
- Community development models, policies, and strategies.
- Supervisory and management principles and practices.
- HIPAA Administrative Simplification Statute and Rules.
- Oregon Administrative Rules.

SKILL IN:

- Developing, coordinating, and managing program services.
- Supervising and assisting in personnel development.
- Anticipating, planning, organizing, and managing change.
- Effective communication, both orally and in writing.
- Preparing accurate reports.

ABILITY TO:

- Apply effective leadership and management principles and practices, including planning, organizing, directing, motivating, and decision-making.
- Use independent judgment and delegate responsibility while also functioning in a team environment.
- Organize resources to effectively and efficiently perform assignments within established deadlines.
- Analyze complex data, problems, situations, practices, or procedures to define the problem or objective to identify relevant concerns or factors and facilitate logical and objective conclusions.
- Prepare clear and concise reports.
- Design and prepare budgets that effectively address program priorities while demonstrating conservation and stewardship of public resources.
- Conduct planning, evaluation, and monitoring of programs and services.
- Work creatively in a collaborative team environment with an emphasis on consensus-based decision-making.
- Supervise and evaluate performance of supervisees.
- Be intuitive, flexible, adaptable, and able to exercise good judgment.
- Foster an environment of continuous quality improvement within the department.
- Model the way for all employees to act with integrity and in line with the department's core values at all times.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree in a behavioral, social, health science, special education, public or human service administration; AND a minimum of five years' experience with progressive responsibilities in program administration or supervision. Master's degree in a related field and relevant experience in program management, fiscal management, and staff supervision preferred.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to clients' homes and meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle, or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.