

HEALTH SERVICES DIRECTOR

KIND OF WORK:

Managerial level work ensuring appropriate and cost-effective delivery of a broad range of healthcare services to a large population. Healthcare services include most, if not all, of the following types of services: medical; mental health/behavioral; therapeutic/rehabilitation; pharmaceutical; hospice, and dental services. The span of control and types of services for which this level of position is responsible include vendor-provided healthcare services, private sector healthcare providers, consultants, and State employee provided services.

NATURE AND PURPOSE:

Under administrative direction from a Deputy Commissioner or Assistant Commissioner of a medium or large sized State agency, provides broad range healthcare management and leadership for an agency. Diverse health care services are provided to a large population of clients/recipients, such as offenders under the custody of the Minnesota Department of Corrections or residents in the care of the Minnesota Department of Veterans Affairs. Provides strategic planning and continuity of operations for the agency in the area of healthcare. Integrates, coordinates and directs programs and services across divisions, departments, and geographically disperse units (such as Correctional Facilities or Veterans Homes) within the agency.

EXAMPLES OF WORK: (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Establish and direct healthcare operating programs and initiatives for implementation, including professional/technical service vendor-provided healthcare services and private sector health care providers throughout the agency so that patients are provided with constitutional level of care, treatment, and programming to ensure goals are met.

Direct and manage the fiscal, human resources, clinical, physical, and logistical healthcare resources in a manner which ensures desired outcomes, so that goals and objectives support the agency short and long range goals.

Manage annual and biennial operating budgets and oversee the management of allocated funds so that unit expenditures meet and support unit and agency plans, goals, and business needs.

Develop and implement agency level health care policy.

Manage and direct the implementation of comprehensive contracts for the provision of health care to clients/patients and ensure compliance with all contractual obligations.

Represent Health Services at the Legislature and on committees, task forces and work groups, and other governing units by recommending proposals, solutions or alternatives on controversial, sensitive or complex issues that are matters of public concern and interest so that effective healthcare policy is developed and implemented.

Work with the Legislature (Federal and State), Governor's office and other stakeholders, governmental units, etc. to achieve desired outcomes. Maintain political awareness of topics related to areas of responsibility and represents the agency's mission and needs in the best possible manner.

Ensure on-going agency compliance in areas of responsibility with all applicable related statutes, laws and regulations.

Develop, manage, direct and implement agency level healthcare policy so that quality healthcare services are provided agency-wide to clients/patients.

KNOWLEDGE, SKILLS AND ABILITIES RQUIRED:

Knowledge of:

The healthcare environment and practices sufficient to plan and direct healthcare programs and initiatives.

Healthcare delivery systems and options to implement best practices, direct policy development and ensure compliance with all the regulations affecting the populations for whom healthcare is being provided.

Compliance requirements specific to the areas of responsibility (healthcare, corrections, veterans, etc.) to ensure compliance and reduce associated risks.

The legislative processes, the political climate and the public's interest sufficient to advance the agency's mission and goals; fulfill legislative mandates and obligations and pursue solutions and improvements that address areas of concern or public interest.

Principles of administration sufficient to direct and manage human and fiscal resources in order to achieve full productivity in constantly changing healthcare arena and marketplace.

Strategic planning sufficient to anticipate and initiate appropriate healthcare related activities.

Requirements of the Request for Proposals process.

Skill in:

Human relations sufficient to establish working relationships within the constraints of regulations, legislative agendas and various and diverse stakeholders with competing interests.

Extensive leadership and management sufficient to direct a large healthcare unit/s.

Collaborating and influencing others sufficient to achieve the desired goals.

Building networks and support systems within and across the community sufficient to engage and leverage available resources.

Negotiation sufficient to lead changes and improvements in healthcare services through the active engagement and persuasion of others; and to negotiate multimillion dollar vendor contracts.

Oral and written communication sufficient to present and/or respond to a variety of requests.

Ability to:

Identify and implement quality healthcare and policy improvement initiatives and drive changes across an agency so that best practices are pursued and integrated into the core business processes.

Work with peoples and groups with diverse interests and/or conflicting opinions sufficient to achieve desired goals and pursue common interests.

Analyze and evaluate program effectiveness so that future needs and direction are identified and pursued.

Manage a continuously changing and complex environment, which is highly regulated, costly, and in the eye of the public.

Solve problems and address issues in a manner that is sensitive to peoples, cultures, and the public.

Positively represent the agency's public image in situations of public interest or concern.

Est: April 1998
Rev: April 2018

TC: November, 2016
Former Title: Corrections Health Services Director