

**OCCUPATIONAL GROUP: Health Services**

**CLASS FAMILY: Health Programs**

**CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to provide services for or coordinate health programs for the State.**

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**CLASS TITLE: Dental Assistant**

**DISTINGUISHING CHARACTERISTICS:**

These positions, under direct supervision, assist a dentist with evaluations, prophylaxis (cleanings) and other dental treatments for residents or clients of a state-operated facility. They maintain schedules, ensure that equipment is in working condition, necessary supplies are available and that documentation and dental consents are current. These positions do not have budgetary or supervisory responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.):*

- Sets up instrument trays for scheduled procedures.
- Assists dentists during examination and treatment of patients.
- Takes, develops, mounts, and labels dental X-rays.
- Mixes amalgam and synthetic fillings, cements, and impression materials.
- Instructs patients in oral hygiene and encourages development of a daily oral hygiene program.
- Maintains and sterilizes dental instruments and equipment.
- Schedules appointments; calls patients to verify appointments; pulls charts from files for use during appointments, and performs other clerical office duties.
- Records dental examination information on patient's charts.
- Records attendance for clinic staff; prepares various reports; types office correspondence.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Knowledge of dental terminology, procedures, and instruments.
- Knowledge of ultrasonic cleaning, sterilization procedures, and operatory cleaning methods.
- Knowledge of dental and facial anatomy.
- Knowledge of the properties of dental materials and the methods of manipulating them.
- Knowledge of office clerical procedures.
- Ability to establish and maintain effective relationships with staff and patients.
- Ability to keep accurate dental records.

**MINIMUM QUALIFICATIONS:**

**Education:** High School Diploma or equivalent

**Experience:** 6 months of experience assisting in a dental office or clinic.

**Education & Experience Substitution:** Completion of an accredited course in dental assistance or successful completion of a training program.

**Certificates, Licenses, Registrations:** N/A

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**CLASS TITLE: Dental Hygienist****DISTINGUISHING CHARACTERISTICS:**

These positions, at the full performance level, provide dental hygiene services to residents or clients of a state-operated facility. They schedule appointments, take X-rays, provide prophylaxis (cleanings), examine teeth, gums and mouth for abnormalities and counsel individuals on proper dental hygiene. These positions do not have budgetary or supervisory responsibilities. Require licensure to practice as a Dental Hygienist. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.):*

- Develops and presents dental health education materials to school children and clients.
- Performs sub- gingival and supra-gingival scaling.
- Removes soft and hard deposits on teeth and polishes coronal surfaces.
- Demonstrates proper brushing techniques.
- Exposes dental X-rays; develops and mounts X-rays.
- Makes topical application of medication to exposed surfaces of teeth.
- Assists teachers and school officials in planning school dental health programs.
- Conducts meetings and demonstrates examinations for teachers, school officials, parents, students and other groups to stimulate interest in dental health programs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of dental theory as it relates to dental development, hygiene, and prevention of oral diseases.
- Knowledge of basic principles involved in the planning, organization, and administration of public health programs.
- Knowledge of the function community agencies.
- Ability to determine the dental health problems of an area and to suggest programs to meet the needs of the area.
- Ability to organize and conduct meetings of teachers, parents, and health committees on the subject of dental health.
- Ability to demonstrate the techniques of dental inspection, cleaning and repair.
- Ability to write and edit material for publication.

- Ability to speak effectively on dental health programs and to adopt lecture material for presentation to various types of audiences.
- Ability to maintain favorable public relations.

**MINIMUM QUALIFICATIONS:**

**Education:** Associate's degree from a regionally accredited college or university with a major in Dental Hygienist.

**Experience:** None

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** Licensed to practice dental hygiene from the West Virginia Board of Dental Examiners.

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**CLASS TITLE: Health Programs Support Specialist 1**

**DISTINGUISHING CHARACTERISTICS:**

These positions perform complex clerical duties in the upkeep and condition of patient files, including typing, indexing, coding, editing, and filing. They process birth, marriage and death information adhering to strict national and international coding protocols. These positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Codes and indexes files.
- Compiles statistical reports
- Files information in compliance with federal, state and professional standards.
- Purges files when necessary.
- Decides if all files are complete and accurate and returns file to appropriate person for changes when necessary.
- Attends national training courses to refresh skills and learn updated procedures and classification rules.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of principles and practices of records Management.
- Knowledge of medical, psychiatric and anatomical terminology.
- Knowledge of applicable state and federal requirements and certifications.
- Ability to compile and write statistical, medical and related reports and summaries.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to use technical materials associated with disease classification.
- Ability to perform basic arithmetic.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent

**Experience:** 1 to 2 years of full-time or equivalent part-time paid experience in health programs.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** N/A

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**CLASS TITLE: Health Programs Support Specialist 2**

**DISTINGUISHING CHARACTERISTICS:**

These positions, at the full performance level, direct and plan volunteer services programs or perform complex technical work for a program. Some positions recruit volunteers from the community, provide orientation and placement of new volunteers, evaluate the level of success of placement and keep record of volunteer hours worked. Other positions provide programmatic assistance to staff and other user entities of a component of a program, maintains responsibility of operational procedures and policies related to their technical function, uses independent judgment to determine approaches to technical or operational problems. These positions do not have budgetary or supervisory responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Assures compliance with laws and regulations governing the program or technical area.
- Recruits volunteers and promotes volunteer services program from the community and surrounding area through personal appearances and news releases.
- Evaluates documents for compliance with laws, regulation, policies and procedures.
- Serves as liaison with state, federal and local program participants, or technical area personnel to explain procedural changes, clarify guidelines, and answer general questions.
- Selects and trains volunteers; ensures effective placement of volunteers in recreational and therapeutic programs for patients/clients.
- Monitors procedures for effectiveness and efficiency.
- Records hours worked by volunteers or may oversee record keeping and payroll activities.
- Composes newsletters, news releases and other brief informative communications and makes public appearances to promote community awareness of the institution, its purpose and opportunities for volunteerism, and recruit new volunteers.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of rules, regulations, policies and procedures of the program area.
- Knowledge of methods used in developing a coordinated program of volunteer services.
- Knowledge of community resources available for utilization by volunteer program.
- Ability to integrate volunteer services with medical and therapeutic programs for patients/clients.
- Ability to compose correspondence, newsletters and other brief informative pieces.

- Ability to establish and maintain effective working relationships with volunteers, institution staff and community members.
- Ability to analyze complex situations and use sound judgment in decisions related to functional area.
- Ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** None

**Education & Experience Substitution:** 1 to 2 years of full-time or equivalent part-time paid or volunteer experience may substitute for the education.

**Certificates, Licenses, Registrations:** None

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**CLASS TITLE: Health Programs Specialist 1**

**DISTINGUISHING CHARACTERISTICS:**

These positions, at the full performance level, develop and provide administrative oversight and technical assistance for a program or a major component of a statewide program. They ensure compliance with federal, state, and local regulations governing the program. These positions do not have budgetary or supervisory responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes laws and regulations governing program or technical area and applies them appropriately to resolve problems and assure compliance.
- Interprets laws and regulations governing program or technical area for participants and staff.
- Monitors changes in laws and regulations and advises participants and other staff.
- Confers with inter- and intra-agency personnel to transact business or discuss information.
- Collaborates on determining need for changes in procedures, guidelines, and formats; devises resolutions and changes, and monitors success.
- Drafts program manuals, clarifying the wording and describing new procedures, etc., accurately.
- Represents the program in the area of assignment with the agency and outside entities.
- Has contact with federal, state, local program representatives and participants, or technical area personnel.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
- May oversee the work of support staff or other specialists in relation to the completion of specific assignments.

**KNOWLEDGES, SKILLS AND ABILITIES:**

- Knowledge of the rules, regulations, policies, and procedures
- Knowledge of the federal and state regulations, laws and statutes governing program or technical area.
- Knowledge of the objective of the program or technical area, its procedures, policies, and guidelines, and its relationship to the rest of the Department and other user entities.
- Ability to analyze situations, problems and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to represent area of assignment and to provide consultation on program or Department concerns.
- Ability to synthesize information and provide interpretation.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 1 to 2 years of full-time or equivalent part-time paid experience in health programs.

**Education & Experience Substitution:** 2 to 3 years of full-time or equivalent part-time paid or volunteer experience may substitute for the education.

Post-graduate education in a field related to the technical or program area may be substituted for the required experience on the basis of fifteen semester hours for one year of experience.

**Certificates, Licenses, Registrations:** N/A

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**CLASS TITLE: Health Programs Specialist 2**

**DISTINGUISHING CHARACTERISTICS:**

These positions, at the advanced level, manage specific activities supporting the planning, design, development, testing, piloting, rollout, implementation, and operational phases of a health program. They act as liaisons to facilitate problem resolution and assure compliance with federal, state, and local regulations, laws, policies, and procedures governing the program or technical area. These positions may serve as lead workers over a small to medium sized staff and have input into setting a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets federal and state laws, regulations, and guidelines for staff which provides services; guides others in developing and utilizing plans and recommends methods of improvement.
- Informs director of technical area, program, or service deficiencies and recommends Improvements
- Consults with other program or technical area staff, supervisors, or managers concerning projects and priorities.
- Develops rules, policies, and legislation regarding specific work projects.
- Reads, reviews, and responds to correspondence or distributes to appropriate staff.
- Develops research, information, or training programs.

- Evaluates program or technical area effectiveness.
- Writes, edits, or contributes to policy and procedure manuals.
- Has contact with federal, state, local program representative and officials, Department of Health and Human Resources management and staff, and legislature.
- Plans and develops budget requests and short-and-long-range work plans.
- May lead or supervise professional and support staff.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the rules, regulations, policies, and procedures of the Department of Health and Human Resources.
- Knowledge of the federal and state regulations, laws and statutes governing program or technical area.
- Knowledge of the objective of the program or technical area its procedures, policies, and guidelines, and its relationship to the rest of the Department and other user entities.
- Ability to plan and coordinate work, plan and project budgeting needs, and organize work and projects.
- Ability to analyze situations, problems and information and develop appropriate responses and resolutions.
- Ability to assign, direct, and review the work of others.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor’s degree from a regionally accredited college or university.

**Experience:** 4 to 5 years of full-time or equivalent part-time paid or volunteer experience in a technical or program area that is related to health programs.

**Education & Experience Substitution:** Additional experience may be substituted for the education on a year-for year basis. Post-graduate education in a field related to the technical or program area may be substituted for the required experience on the basis of fifteen semester hours for one year of experience.

**Certificates, Licenses, Registrations:** None

**CLASS TITLE: Health Programs Coordinator**

**DISTINGUISHING CHARACTERISTICS:**

These positions are responsible for the development and maintenance of a classification system of medical records, including quality control, collection of statistical data, and quantitative analysis of unit medical record activities. They supervise all technical records functions for the unit to ensure compliance with federal, state and professional requirements. They use independent judgment to determine appropriate action taken to achieve desired results. Generally, these positions have no budgetary responsibilities. Perform related duties as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises the daily record coding, posting and updating procedures and reviews medical records for completeness and accuracy and for compliance with federal, state and professional standards.
- Insures the strict confidentiality of all patient's medical records; screens the release of information to all personnel.
- Prepares various associated reports including monthly death reports, monthly statistical patient data reports and a comprehensive annual statistical report on admissions and releases.
- Supervises file clerks in the routine maintenance and disposition of medical records which includes preparation of records for microfilming and storage of original records.
- Trains new employees and may conduct continuous in-service training classes in medical terminology, coding procedures for medical records unit personnel.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles and practices of medical records management.
- Knowledge of the standards of the American Medical Records Association.
- Knowledge of the coding system related psychiatric and medical diagnosis.
- Knowledge of medical, psychiatric, and anatomical terminology.
- Knowledge of the state and federal laws regulating the use and disclosure of medical records information.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of hospital policies and procedures.
- Ability to supervise a medical records unit and to establish and maintain effective working relationships with all levels of staff.
- Ability to organize and prepare reports and summaries for oral and written presentation.
- Ability to analyze and evaluate medical records to apply established standards, regulations and laws to specific problems.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 1 to 2 years of full-time or part-time paid experience in a medical records unit working directly with patient's medical records.

**Education & Experience Substitution:** 2 to 4 years of full-time or equivalent part-time paid experience involving filing, coding, and/or indexing medical records in a hospital or health related setting; one year of which must have been in a supervisory capacity may substitute for the required experience.

**Certificates, Licenses, Registrations:** Accreditation as a Medical Record Technician (ART) by the American Medical Record Association

**CLASS TITLE: Health Programs Manager**

**DISTINGUISHING CHARACTERISTICS:**

These positions are responsible for policy development, direction of administrative processes, personnel management, budget oversight, and coordination with offices statewide in the development and management of health programs. These positions have supervisory

responsibilities over a small to medium size staff and are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises professional, technical and clerical staff; make assignments and reviews and approves plans of operation.
- Provides administrative and program direction; enforces agency objectives, policies and procedures.
- Responsible for management of recruitment/selection process, staff development, disciplinary matters, and other related actions in assigned area.
- Responsible for developing collaborative efforts among health or human services agencies.
- Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures.
- Monitors and evaluates program administration, and the delivery to services to clients.
- Provides technical consultation and policy interpretation to staff, supervisor, public officials, and advocacy groups.
- Plans and implements programs for the training of professional, technical and clerical staff.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of the objectives of the program area, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.
- Ability to plan and coordinate work, plan and project budgetary needs, and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to present ideas effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of the area of assignment.
- Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies in the area of assignment.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 2 to 3 years of full-time or equivalent part-time paid professional experience in the area of assignment, one year of which must have been in a program administration capacity.

**Education & Experience Substitution:** Post graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.

**Certificates, Licenses, Registrations:** None

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## **CLASS TITLE: Health Programs Manager Senior**

### **DISTINGUISHING CHARACTERISTICS:**

These advanced positions are responsible for the management, oversight and leadership for a unit involved in health program management or provide administrative oversight to develop, evaluate and implement medical programs. These positions supervise staff professional and clerical staff and may have input into setting a budget or are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, develops and executes through professional, technical, and clerical staff, a statewide administrative support program or a primary department-wide program of considerable complexity.
- Directs the daily operations of the staff and may direct regional or other field staff.
- Develops, evaluates and implements medical programs that promote healthy lifestyles through wellness programs and preventative care.
- Develops “specialty networks” for specific diseases and conditions.
- Audits drug programs, providing review and analysis
- Develop prior authorization criteria for drugs.
- Creates grant applications for health information technology.
- Provides recommendations for changes to programs that address issues identified.
- Develops and implements operating procedures within regulatory and statutory guidelines; develops and approves forms and procedures.
- Evaluates the operations and procedures of the unit efficiency and effectiveness.
- Recommends the selection and assignment of staff to supervisors; conducts interviews and background evaluations for prospective employees.
- Determines need for training and staff development and provides training or searches out training opportunities.
- Interprets statutes, regulations and policies to staff, other managers, and the public.
- Represents the division or department in grievance hearings and serves as a witness in same.
- Prepares reports reflecting the operational status of the unit or agency programs.
- May participate in local conferences and meetings.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state legislative processes.
- Knowledge of federal, state, and local government relationships as they relate to the program, mission and operations of the unit and/or department.
- Knowledge and understanding of the practices of insurance companies and third party administrators.
- Knowledge of state and federal regulations, including HIPAA regulation, as they relate to health insurance.

- Knowledge and understanding of provider reimbursement methodologies including RBRVS, PPS and various other provider fee schedules.
- Knowledge of current health care practices including appropriate treatment guidelines and utilization procedures. Knowledge of the principles and practices of professional pharmacy.
- Knowledge of methods of drug audit and program review.
- Ability to evaluate scientific literature, prepare policy guidelines, and make coverage decision based on evaluation.
- Ability to collaborate with other agencies and representatives from the private sector for program development.
- Ability to plan, direct, and coordinate the program and administrative activities of the unit.
- Ability to evaluate operational situations, analyze data and facts in preparation for administrative and policy decisions.
- Ability to establish and maintain effective working relationships with other government officials, employees, and the public.
- Ability to communicate effectively, both orally and in writing .

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 3 to 5 years of full-time or equivalent part-time paid professional experience, one year of which must have been in a program administration capacity.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in health services may substitute for a year-for-year basis for the required experience. Post graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.

**Certificates, Licenses, Registrations:** N/A

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**CLASS TITLE:** Local Health Administrator

**DISTINGUISHING CHARACTERISTICS:**

These positions perform administrative work in the operation of a local health department. They are responsible for the development and implementation of health services and ensure compliance with federal and state laws. These positions interpret program needs and objectives as related to local health services and are responsible for the efficient and effective utilization of fiscal and personnel resources. They report to a local board of health and/or agency health officer. They have supervisory responsibilities for professional, technical and clerical personnel and are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Establishes and administers monitoring systems for program evaluation; interprets policy and provides counsels to the local officials
- Negotiates operational agreements and contracts with governmental, community and health care providers in the delivery of local health services.
- Represents the agency and board in legislative, judicial and administrative hearings; assures compliance with applicable federal and state laws, certification and professional standards.
- Manages the personnel and fiscal resources of the agency; selects employees; evaluates staff and takes personnel actions; develops internal management procedures for effective and efficient operation of the agency.
- Establishes goals and objectives for future services; plans for facility usage/maintenance/expansion; participates in state and local planning groups.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of local health programs and agencies.
- Knowledge of current trends, methods, laws and regulations relating to public health.
- Ability to plan, develop and administer a local health agency.
- Ability to formulate and administer multiple account budgets; to efficiently and effectively utilize fiscal and personnel resources.
- Ability to understand medically-oriented programs and information

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor’s degree from a regionally accredited college or university.

**Experience:** 3 to 5 years of full-time or equivalent part-time paid experience in health services may substitute for the education.

**Education & Experience Substitution:** Master’s degree from a regionally accredited college or university in health services may substitute on a year-for-year basis for the required experience.

**Certificates, Licenses, Registrations:** None

**CLASS TITLE: Medicaid Pharmacy Director**

**DISTINGUISHING CHARACTERISTICS:**

These positions develop policies and management procedures for access to pharmacy benefits for individuals enrolled in a government program that fulfills federal and state mandated regulations and requirements. They manage the Medicaid drug program staff and are responsible for setting and controlling the budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes and directs the work of subordinate professional and technical staff.
- Directs a comprehensive hospital pharmacy program; develops policies and procedures for the effective operation of the pharmacy unit.

- Establishes policy and procedures manuals; reviews, edits and maintains medication protocols for use of pharmacy staff and non-physician healthcare personnel.
- In a statewide pharmacy program coordinates and oversees the program operation on a statewide basis

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of pharmaceuticals and treatment guidelines.
- Knowledge of policies and procedures.
- Ability to use reference information to keep up-to date on advances in drug treatment.
- Ability to interact effectively with and establish rapport with diverse teams and groups of people.
- Ability to analyze utilization reports to determine policy changes needed for effective benefits management.

**MINIMUM QUALIFICATIONS:**

**Education:** N/A

**Experience:** 3 to 5 years of full-time or equivalent part-time paid pharmacists experience.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** Licenses to practice pharmacy by the Board of Pharmacy.

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**CLASS TITLE: Health Programs Director**

**DISTINGUISHING CHARACTERISTICS:**

These positions perform complex administrative and professional work at the advanced level managing activities supporting the planning, design, development implementation and operational phases of a health program. These positions have supervisory responsibilities and have responsibilities for setting, controlling and monitoring a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops, plans, evaluates and implements statewide health and human services program through managers, program administration, and supervision.
- Directs the development of office standards, policies and procedures.
- Assures the compliance of office programs with state and federal rules, policies and standards.
- Prepares and executes the office budget, approves expenditures; supervises fiscal records maintenance and reporting; plans and presents budget requests as required.
- Provides technical consultation and policy interpretation to subordinates, supervisor, public officials and advocacy groups.
- Supervises managers, professional, technical and clerical staff; makes assignments, conducts staff meetings, review and approves plans of operation.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of state and federal fiscal regulation, policies and procedures.
- Ability to develop, plan, coordinate and evaluate statewide health and human services programs in the area of assignment.
- Ability to establish program standards, and control, monitor and evaluate program administration, and the delivery of services to clients.
- Ability to provide technical consultation and policy interpretation in the area of assignment.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 3 to 5 years of full-time or equivalent part-time paid experience, two years of which must have been in a program administration capacity.

**Education & Experience Substitution:** Post-graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.

**Certificates, Licenses, Registrations:** None

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**CLASS TITLE: Health Programs Director Senior****DISTINGUISHING CHARACTERISTICS:**

These positions perform complex administrative and professional work at the advanced level with responsibility for a large complex office. They provide management oversight and leadership to professional and administrative staff. These positions provide leadership in financial resource budgeting, allocation and expenditure monitoring of numerous funding streams. These positions have supervisory responsibilities for setting, controlling and monitoring a budget and grants. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Directs the work of managers, professional, technical and clerical staff; makes assignments, conducts staff meetings, review and approves plans of operation.
- Develops, plans, evaluates and implements complex statewide health and human services program through managers and program administrators.
- Oversees the compliance of office programs with state and federal rules, policies and standards.
- Directs the preparation and execution of the office budget; plans and presents budget requests as required.
- Serves in a primary liaison role with national, state and local agencies, advocacy groups, educational institutions, clients and service providers.

- Oversees the monitoring and evaluation of program administration and the delivery of services to clients.
- Provides technical consultation and policy interpretation to subordinates, supervisor, public officials and advocacy groups.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of state and federal fiscal regulation, policies and procedures.
- Knowledge of the principles of management.
- Ability to develop, plan, coordinate and evaluate statewide health and human services programs in the area of assignment.
- Ability to direct the preparation and execution of large and complex office budgets.
- Ability to establish program standards and control, monitor and evaluate program administration and the delivery of services to client's assignment.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree from a regionally accredited college or university.

**Experience:** 2 to 4 years of full-time or equivalent part-time paid experience in Health Services.

**Education & Experience Substitution:** Additional qualifying experience may substitute for the education.

**Certificates, Licenses, Registrations:** None

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**CLASS TITLE: PEIA Pharmacy Director**

**DISTINGUISHING CHARACTERISTICS:**

These positions, under administrative direction, manage the pharmaceutical unit within PEIA. They perform complex administrative and managerial work in planning and organizing the PEIA prescription drug program for PEIA actives, non-Medicare and Medicare retirees. These positions are responsible for the supervision of staff and setting and monitoring and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes and directs the work of staff.
- Directs a comprehensive program; develops policies and procedures.
- Review, researches, and responds to correspondence and appeals and plan changes.
- Conduct audits of program.
- Establishes policy and procedures manuals; reviews, edits, and maintains medication protocols for PEIA.
- Oversees and coordinates a statewide PEIA program.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of pharmaceuticals and treatment guidelines.

- Knowledge of policies and procedures.
- Ability to use reference information to keep up-to date on advances in drug treatment.
- Ability to interact effectively with and establish rapport with diverse teams and groups of people.
- Ability to analyze utilization reports to determine policy changes needed for effective benefits management.

**MINIMUM QUALIFICATIONS:**

**Education:** N/A

**Experience:** 3 to 5 years of full-time or equivalent part-time paid pharmacists experience.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** License to practice pharmacy by the Board of Pharmacy.

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**CLASS TITLE: Health Programs Administrator****DISTINGUISHING CHARACTERISTICS:**

These positions perform complex administrative and professional work as a deputy commissioner in a bureau or comparable office in the Department of Health and Human Resources. They are responsible for formulating plans, programs, systems and procedures for a variety of highly complex programs, overseeing the preparation and execution of large and complex budgets. These positions represent the state and department to national, state, and local agencies and advocacy groups. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees the development of administrative policies and procedures for the missions and functions in the area of assignment; assures the effective and efficient integration of these policies throughout the bureau.
- Monitors and evaluates policies, programs, and procedures throughout the bureau and recommends modifications to improve efficiency and effectiveness of program operations.
- Advises the Bureau Commissioner on administrative functions and program mission.
- Assists in the development of the bureau budget; assists with the presentation of the budget; oversees the execution of the budget throughout the fiscal year.
- Assists in the development and evaluation of legislative proposals, assists in maintaining effective liaison with legislative officials.
- Coordinates the development and implementation of new programs, policies and procedures.
- Advises the Bureau Commissioner on major initiatives in program and mission areas of the bureau.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of current developments and initiatives in the program and mission fields of the bureau.
- Knowledge of the organization and operation of state government, with particular emphasis in the area of executive budget preparation and execution.
- Ability to evaluate the efficiency and effectiveness of administrative programs; to oversee the development and implementation of program improvements.
- Ability to analyze complex fiscal and operational data in the area of assignment.
- Ability to interact and effectively negotiate with other state officials, legislative officials, and advocacy groups.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor’s degree from a regionally accredited college or university.

**Experience:** 6 to 8 years of full-time or equivalent part-time experience in public or business administration.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** None

**CLASS TITLE: Health Programs Executive Director**

**DISTINGUISHING CHARACTERISTICS:**

These positions perform the most complex administrative and professional work as a bureau commissioner in a bureau or comparable office in the Department of Health and Human Resources. They are responsible for formulating plans, programs, systems and procedures for a variety of highly complex programs, overseeing the preparation and execution of large and complex budgets. These positions represent the state and department to national, state, and local agencies and advocacy groups. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees a bureau and through subordinate administrative staff is responsible for the mission and functions in the area of assignment.
- Directs the work of managers, professional, technical and clerical staff; makes assignments, conducts staff meetings, review and approves plans of operation.
- Develops, plans, evaluates and implements complex statewide health and human services program through managers and program administrators.
- Oversees the compliance of office programs with state and federal rules, policies and standards.
- Directs the preparation and execution of the bureau budget; plans and presents budget requests as required.
- Serves in a primary liaison role with national, state and local agencies, advocacy groups, educational institutions, clients and service providers.

- Oversees the monitoring and evaluation of program administration and the delivery of services to clients.
- Provides technical consultation and policy interpretation to subordinates, supervisor, public officials and advocacy groups.
- Oversees the preparation of periodic and special reports on the status of agency programs.
- Advises the Cabinet Secretary and/or Deputy Secretary on administrative functions and program mission.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of current developments and initiatives in the program and mission fields of the bureau.
- Knowledge of the theories, principles and techniques of the area of assignment.
- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of state and federal fiscal regulation, policies and procedures.
- Knowledge of the principles of management.
- Ability to develop, plan, coordinate and evaluate statewide health and human services programs in the area of assignment.
- Ability to work effectively with coworkers, the public, advocacy groups, federal and state agencies in the area of assignment.
- Ability to direct the preparation and execution of large and complex office budgets.
- Ability to establish program standards and control, monitor and evaluate program administration and the delivery of services to clients.
- Ability to provide technical consultation and policy interpretation in the area of assignment.
- Ability to communicate effectively, orally and in writing.
- Ability to supervise the work of others.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree from a regionally accredited college or university in the area of assignment..

**Experience:** 7 to 9 years of full-time or equivalent part-time experience in area of assignment, four years of which must have been in a program administration capacity.

**Education & Experience Substitution:** Post-graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.

**Certificates, Licenses, Registrations:** None.