

PUBLIC HEALTH SERVICES PROGRAM SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing a variety of tasks to facilitate the coordination and delivery of services provided through the public health nursing agency. The incumbent will interact with agency clients and the general public to provide information about programs or services, to make program eligibility determinations, and to coordinate the delivery of service for eligible persons. Work is performed under general supervision in accordance with established policies and procedures. Medical supervision is provided by program physicians. Supervision is exercised over clerical and account clerical 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.*

Interviews program applicants and makes eligibility determinations based upon established program criteria;

Acts as a liaison with doctors, dentists, health care providers, hospitals, and out agencies in carrying out the objectives of public health programs;

Refers clients to other human service agencies when appropriate;

Evaluates client diagnosis to determine propriety of participation in agency programs;

Supervises clerical and account clerical support staff;

Compiles data and prepares program financial reports;

Establishes procedures for periodic review and/or recertification of client eligibility;

Communicates verbal and written information about programs to the public;

Coordinates the billing of services to the appropriate payment sources.

PUBLIC HEALTH SERVICES PROGRAM SUPERVISOR

Page 2

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of programs, eligibility criteria, and services provided through the public health nursing agency; good knowledge of other human services and medical services available in the community; good knowledge of interviewing techniques used to obtain information used as the basis for determinations made at a later time; basic knowledge of behavioral science concepts; basic knowledge of disease control and prevention; ability to plan, implement, and evaluate public health programs; ability to understand and carry out difficult written and oral instructions; ability to provide supervision, guidance, and direction to clerical support staff; ability to prepare written material; ability to conduct effective interviews; ability to make eligibility determinations using established eligibility criteria; ability to interact effectively with others in human services situations; sensitivity to issues of cultural diversity; and ability to relate to people from a variety of socioeconomic groups.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Bachelors Degree; or
- (B) Four years of experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgment in dealing with other persons. (Typical jobs may include customer service representative, interviewers, counselors, social service program examiners, etc).

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

PUBLIC HEALTH SERVICES PROGRAM SUPERVISOR

Page 3

Y:\CLASPLAN\Public Health Services Program Supervisor.doc

Last Reviewed: October 26, 1995

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 2/28/2023

Revised and Replaced in Classplan: 5/12/2025 (Edu)