



COUNTY OF ERIE - DEPARTMENT OF PERSONNEL
Invites applications for the position of:

Program Manager-Primary Care Services #76-118 PROMOTIONAL

SALARY: \$52,789.00 - \$64,784.00 Annually

OPENING DATE: 01/23/15

CLOSING DATE: 02/18/15

DESCRIPTION:

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY MEDICAL CENTER. There are three anticipated vacancies and one present vacancy at the Erie County Medical Center.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

EXAMPLES OF DUTIES:

A Program Manager-Primary Care Services directs and administers the day-to-day operations of an off-site Health Center; Plans, coordinates and evaluates the day-to-day activities and performance of the Center to ensure quality patient care and cost-effectiveness; Assists in the development and implementation of goals and objectives, policies and procedures, performance improvement measures, and initiatives to increase market share;

Assists in the development and implementation of requirements of patient-centered medical home, meaningful use and other initiatives related to the quality of care in primary care settings;

Implements changes in policies and procedures, new products and resource lists; provides related training to staff;

Ensures compliance with Federal, State and local codes, insurance carrier regulations, and accrediting bodies, including Joint Commission and the New York State Department of Health;

Performs required functions related to the Electronic Medical Record, including but not limited to training staff members, auditing for compliance and acting as a super user;

Assists in gathering and reporting required statistics, quality assurance reports, community needs assessments, and other reports and data;

Prepares and monitors budgets to control expenses; assists in the development of new revenue sources;

Hires, orients and evaluates staff; provides feedback for the evaluation of physician staff; prepares staff schedules and assignments; oversees payroll;

Works with physicians and staff to enhance customer satisfaction; investigates and resolves patient complaints;

Acts as liaison between the Center, Department of Ambulatory Services, hospital, community and external agencies;

Takes minutes at staff meetings; ensures staff compliance with attendance or read and sign for meetings;

Maintains a clean and safe working environment.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test as a **Job Grade 7, 8, 9 or 10 in a Social Work or an Ambulatory Clinic position** plus the following:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Business, Human Services, Public Health, Nursing, or related administrative or clinical health field and two years of supervisory*, administrative** or program coordination experience, one year of which was in a healthcare setting; or
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Business, Human Services, Public Health, Nursing, or related administrative or clinical health field and four years of supervisory*, administrative** or program coordination experience, one year of which was in a healthcare setting; or
- C. An equivalent combination of training and experience as set by the limits of (A) and (B).

NOTES: 1. **Supervision* – Responsible direction and control of subordinate employees. This involves the assignment of work, approval of work, training, evaluation and discipline of employees. The supervisory aspects must be an integral part of the job, not incidental or occasional. 2. ***Administrative* experience is defined as the responsible planning, management and control functions of an organization or organizational unit including the development and/or approval of operating policy and procedures. 3. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements. 4. Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation

fee.

Notice to Candidates: Transcripts will now be accepted by the Department of Personnel ONLY at time of application. All subsequent transcripts must be submitted at time of interview.

SUPPLEMENTAL INFORMATION:

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.) NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

Table with 2 columns: EXAMINATION DATE (March 28, 2015) and APPLICATIONS MUST BE POSTMARKED BY (February 18, 2015). A star symbol is between the two dates.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

- 1. ADMINISTRATION: These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment.
2. EDUCATING AND INTERACTING WITH THE PUBLIC: These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups.
3. PREPARING WRITTEN MATERIAL: These questions test for the ability to present information clearly and accurately.
4. SUPERVISION: These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit.
5. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL: These questions test how well you comprehend written material.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited.

(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR PROMOTION CANDIDATES
NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE

(See Below)

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows: Seniority: For each year of service in the classified service:

Table showing seniority points: Less than 1 year (0 points), 1 year up to 6 years (1 point), Over 6 years up to 11 years (2 points), Over 11 years up to 16 years (3 points), Over 16 years up to 21 years (4 points), Over 21 years (5 points).

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination.

In conformance with section 85-a of the Civil Service Law, CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served.

firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. ****For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.**** The Cross-Filer Form is found online at: www2.erie.gov/employment/index.php?q=applications or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE –
READ CAREFULLY****

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

This examination is prepared and rated by the New York State Department of Civil Service,
and held in compliance with the New York State Civil Service Law
and the rules and regulations of the New York State Department of Civil Service.