

**Boone County Department of Public Health
Job Description**

Job Title: Director of Departmental Operations
Department: Public Health Department
Reports To: Administrator
FLSA Status: Exempt
Updated Date: June, 2016

SUMMARY

The purpose of this position is to assist in the management of the overall day-to-day operations and personnel of the Health Department to assure the successful achievement of the department's vision, mission, and program objectives. The Assistant Administrator promotes and supports population health in Boone County by providing senior management, leadership and public health expertise. This position promotes individual and population public health by providing the essential services of public health within a variety of settings, ensures compliance with a broad range of current local health and environmental codes, regulations and policies; participates in multi-faceted community health and environmental projects; and providing technical assistance and information to individuals, families and groups regarding clinical and environment public health issues. The Assistant Administrator provides mentoring, supervision and technical assistance to all staff. Work is performed under the general direction of the Public Health Administrator. In the absence of the Public Health Administrator this position assumes all relevant duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Assists with planning, directing, managing, and overseeing the functions and programs of the Boone County Health Department; assists in the development and implementation of Department goals, objectives, policies, and priorities; assists in the negotiation, development and administration of provider contracts; responds appropriately to inquiries and complaints; works effectively with the Boone County Board of Health, Boone County Board, advisory boards and committees; assesses and recommends solutions to complex problems affecting Department operations and functions; assists in developing, administering, and monitoring the Department budgets for a variety of work units; works with other County departments or outside agencies regarding special cases or special needs and for collaborative service delivery; oversees the preparation of and/or prepares reports and presentations on assigned functions and activities; directs, supervises, trains, and evaluates assigned staff; serves as the Public Health Administrator upon the request, or in the absence of the Administrator; actively participates with County Command Center for a disaster situation; performs other duties as assigned.

Public Health Sciences

- Provides public health expertise and leadership to the Department.
- Assures that the delivery of public health services are evidence-based and/or best practices, and build the scientific basis of public health.
- Ensures compliance with relevant state public health practice guidelines, community standards of care, and Federal and State laws and regulations.
- Attends various meetings at the local, regional and state level to keep employees informed on program and administrative changes that impact the agency.

- Assures a safe working environment in the Department through management oversight of the implementation of relevant standards set by Occupational Safety and Health Administration, state laws and County policy.
- Organizes and leads response teams to prevent, minimize, and contain adverse health events and conditions resulting from communicable diseases; food-, water-, and vector-borne outbreaks; chronic diseases; environmental hazards; injuries; and health disparities.
- Uses public health surveillance/disease investigation methods in community outreach, screening, and case finding of communicable and infectious diseases that threaten the health of the community.
- Investigates complaints regarding environmental health problems and environmental health hazards and initiates enforcement or corrective actions as required.
- Prepare ordinances, rules and regulations for consideration by appropriate authorities in collaboration with the Administrator.
- Acts as the Incident Commander in most Public Health Emergencies. Actively participates with County Command Center for a disaster situation.
- This position is responsible, in partnership with the Public Health Administrator, for reviewing and updating public health emergency plans.
- Manages response to public complaints and inquiries on environmental public health matters.
- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Oversees in development and delivery of programs and activities for individuals, families and population groups that promote health and prevent disease, in settings including, but not limited to all Health Department buildings/sites, homes, community organizations and businesses, schools, and the community in general.
- Evaluates outcomes of public health interventions; works with the department to make changes as necessary.
- Collaborates in the development of and contributes to individual, team, and Departmental quality improvement, performance management and evaluation activities.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.

Community Dimensions of Practice

- Assists the Administrator in providing leadership to the community health needs assessment prioritization and action planning processes, contributing expertise in public health assessment.
- Assists the Administrator in providing leadership to the implementation of the community health plan in alignment with PHAB Accreditation requirements.
- Collaborates in development and leadership of community workgroups and committees related to community health assessment, prioritization and action planning and implementation.
- Evaluates the effectiveness of adopted community engagement strategies
- Serves on inter-jurisdictional or multi-agency committees involved in public health policy development; coordinate review/comment processes for proposed policy documents; maintain contact with various community organizations.

- Advocates on behalf of vulnerable individuals and populations; participates in assessing and evaluating health care services to ensure that people are informed of available programs and services and are assisted in the utilization of those services.
- Collaborates and Participates in Boone County Health Department research and demonstration projects that seek to improve the health of communities and determine new ways to address health issues.
- Provides training and orientation to staff, students and other health and human service professionals in the community regarding clinical and environmental public health practices.

Analysis and Assessment

- Assists the Administrator in completion of departmental strategic plan and IPLAN.
- Assists the Administrator in the implementation of a community assessment; can distinguish between quantitative and qualitative community assessment data; understands incidence and prevalence data; knows how to access basic community epidemiological data.
- Participates in the analysis of data to identify trends, health problems, environmental health hazards, and social and economic conditions that adversely affect the public's health.
- Participate in community activities to develop opportunities to ascertain needs, serve clients, and promote department goals.
- Conducts comprehensive reviews of scientific evidence related to public health issues, concerns, and interventions.
- Presents and interprets demographic, statistical, programmatic, and scientific information to professional and lay audiences.
- This position will be responsible for strategic planning, using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the respective public health program. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.

Leadership and Systems Thinking

- Provides leadership to the Health Department as the assistant administrator and member of the management team. Provides leadership to, and is responsible for resource and operational management of the Boone County Health Department. This includes: Assisting the Administrator in directing and supervising staff including all Program Coordinator, professional staff, clinic staff, and clerical support staff by utilizing leadership/supervision skills of motivating, coaching, mentoring and identifying strengths and weaknesses.
- Facilitates several program meetings and assures proper follow through of all program staff.
- Interviews and recommends selection of new employees for the PHS and EH Divisions to the Administrator and subsequently plans, coordinates, assigns, and reviews work; conducts performance planning and evaluations; acts on problems and concerns.
- Promotes and facilitates the incorporation of Departmental core values and strategic initiatives into daily service delivery.
- Coordinates and evaluates programs and services within the Division of Personal Health and Environmental Services to ensure program compliance, and to formulate progressive programs designed to meet changing needs of community.
- Responsible for standing orders. Verify orders are updated and signed.
- Fosters a work environment where continuous quality improvements in service and professional practice are pursued

- Foster's and assists in the development of the Department's Grant objectives, business plans and work plans.
- Supervises assigned staff and assures their professional development through continuing education, training and leadership development activities.
- Provide technical assistance including field supervision to environmental health personnel when indicated.
- Institute record systems and report forms for office and field use; Conduct correspondence with other agencies and interested parties regarding technical problems of environmental health programs.
- Review staff recommendations for corrective action for individual sanitation problems.
- Approve plans for food service establishments, private sewage disposal systems and water wells and other environmental facilities.
- Provides educational experiences for undergraduate and graduate students in nursing, environmental health and public health.
- Demonstrates knowledge of applicable state professional practice guidelines for registered professional nurses, the American Nurses' Association Scope and Standards of Practice for Public Health Nursing any other Federal and State laws and regulations applicable to practice as an public health nursing professional.
- Demonstrates knowledge of applicable state professional practice guidelines for Licensed Environmental Health Practitioners including Federal and State laws and regulations applicable to practice as an LEHP and a public health professional.
- Adheres to applicable Occupational Safety and Health Administration standards, such as those concerning exposure to blood borne pathogens, toxic substances, 4 Version 4 airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies.
- Collaborates in developing a work environment where performance management, continuous quality improvements in professional practice is pursued.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups

Communication and Cultural Competency

- Delivers targeted, culturally-appropriate information to help individuals and groups understand local environmental public health policies, regulations and code.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities. Examples of methods may be: one on one, group sessions, media interviews, website and social media.
- Educates local and state policy makers and community stakeholders on public health issues.
- Upon approval of the Administrator, serve as spokesperson for the department on clinical environmental and public health matters at public meetings and through the news media.
- Communicate with other agency directors, legislators, elected officials, board of directors and state bureaucrats.
- Serves as Personal Health Services and Environmental Health Services liaison to Public Health Administrator and Boone County Board of Health.
- Educates local and state policy makers and community stakeholders on public health issues.
- Works with the Administrator to respond to all FOIA requests.
- Handles situations that arise with disgruntled public in the absence of the Administrator.

Financial Planning and Management

- Assists the administrator to prepare the annual budget in order to allocate funds, control costs, and maintain operations at level consistent with department guidelines.
- Reviews bi-weekly payroll and all employee time sheets in the PHS and EH departments on a bi-weekly basis.
- Uses cost-effectiveness, cost-benefit, and cost-utility analyses in programmatic prioritization and decision making.

Other

- Performs other duties as assigned consistent with job classification.

SUPERVISORY RESPONSIBILITIES

Reports directly to the Public Health Administrator. The Assistant Administrator manages department supervisors who oversee employees in the Personal Health Division, Environmental Health Division, Administrative Division and one non-supervisory employee; is accountable for the day-to-day operation, coordination, and evaluation of these units. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires the ability to track multiple complex projects simultaneously. Ability to fully analyze technical issues related to public health. Handle stressful situations with tact between employees and public.

EDUCATION and/or EXPERIENCE

Master's degree (M. S.) or equivalent preferably a MPH from an accredited college or university with major course work in business administration, public administration, nursing, health science, behavioral science or a closely related field with three to five years related experience and at least two years of management experience; or equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration, nursing, health science, behavioral science or a closely related field with three to five years related experience and at least five years of management experience.

This position requires an RN and/or LEHP depending on current qualifications of the Administrator. Experience in public health at the local or regional level strongly encouraged.

Although this job is administrative in nature, because of the size of the Boone County Health department, all management staff is expected to perform frontline staff duties when needed. Management staff will assist in covering PTO, FMLA, or during peak season for certain public health programs conducted within the department. Both the Assistant Administrator and the

Administrator will perform duties as a back up to the LEHPs, Nurses and Clinic staff, and Intake staff as needed. Both positions will be required to assist the financial assistant with payroll and HR concerns in the event of his/her absence.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Licensed Registered Nurse in the State of Illinois and current CPR certification. OR Licensed Environmental Health Practitioner and current CPR certification.

Illinois Certified Public Health Administrator (CPHA) - recommendation only.

PHYSICAL DEMANDS

The physical demands described here 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.