

## **DIRECTOR OF PERFORMANCE MANAGEMENT AND DATA ANALYTICS**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for the administration of program management, corporate compliance, and the assessment of data analytics in the Department of Behavioral and Community Health (DBCH). The Director will advise higher-level management regarding licensure, program audits, and billing/revenue issues, as it relates to corporate compliance. Administrative duties to be performed in this position will include reviewing state and federal grants, developing RFPs for services and maintaining a training and communication plan. Additionally, the Director develops policies and provides guidance with regards to confidentiality and privacy issues and has oversight over the Community Health Assessment (CHA) and Local Government Plan (LPG). This position participates on the Executive team for DBCH in developing an agency wide approach to contracting, grant and Medicaid redesign. Travel during a workday will be required and assignments outside of normal working hours may be given. Work is performed under the general direction of the Commissioner of Behavioral and Community Health and the Deputy Commissioner of Behavioral and Community Health with a wide latitude allowed for the use of independent judgement. Direct and general supervision will be exercised over the work of subordinate staff.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Directs DBCH efforts to integrate performance improvement programs and initiatives to continuously enhance practices, standards of care, services and programs through tracking key indicators, analyzing trends, quality assurance and improvement activities, such as identifying best practices, staff orientation and training, and collaborative activities with local, state and communities;
2. Develops and reviews scopes and requests for proposals, reporting schedules, and performance outcomes for the various contracts in DBCH;
3. Responsible for policies, procedures, and action plans to help prevent and detect violations of laws and regulations by assessing risks and maintaining an active compliance program;
4. Collaborates with other departments to investigate and resolve compliance issues, respond to violations, provides reports to department leadership, and maintains a training and communication plan;
5. Provides oversight, supervision and research analytics in developing the Community Health Assessment and Local Government Plan, and acts as the Director of Community Services designee for the Conference of Local Mental Hygiene Directors;
6. Plans and coordinates program evaluation projects across various areas in DBCH;
7. Assesses county-wide public health, mental health, and chemical dependency programs for training needs;
8. Coordinates community-based continuing education credits with New York State licensing/accrediting bodies (NYSED and OASAS) and provides them with required reports;
9. Works with Central and Information Services (OCIS) to monitor the maintenance and upgrades of the department's electronic health records, as appropriate and as needed;
10. Acts as the HIPAA Officer responsible for compliance across all services and programs;
11. Addresses breaches of HIPAA and reviews requests for protected client information from external and legal entities.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES:**

Good knowledge of the factors which contribute to behavioral and community health; good knowledge of the terminology of the field; good knowledge of the services, policies and procedures of the Department of Behavioral and Community Health; knowledge with New York State regulations (OMH, OPWDD, OASAS, DOH) and New York State Mental Hygiene Law; working knowledge of the principles and practices of compliance, quality improvement, and utilization review; working knowledge of the services, policies and procedures of community health and human service agencies; knowledge of statistics; knowledge software packages for word processing to produce memos and letters, database management and spreadsheets to compile and produce lists and reports, and organize and maintain data; ability to coordinate the work of different groups and individuals; ability to communicate effectively, both orally and in writing; ability to work effectively with a variety of people; good judgment; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Master's degree in Health or Human Services Administration, or a related field and five (5) years of full-time paid work experience that involves program management and data analytics, three (3) years of which must include supervision in the field of program management and data analytics.

NOTE: Your degree or college credit 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.

NOTE: Supervision must be an integral part of the job, not incidental or occasional. Typical duties may include, but are not limited to, assigning and reviewing work, evaluating performance, maintaining work standards, motivating and developing subordinate employees, implementing procedural changes, increasing efficiency and dealing with problems of absenteeism, morale and discipline

**SPECIAL REQUIREMENT**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

ADOPTED: 03/06/20