

## CHIEF, HEALTH SERVICES (DOP)

This is administrative and consultative work in the development and maintenance of a comprehensive health care delivery system to serve the inmate population of the North Carolina Division of Prisons (DOP). Work involves assessing health care needs and requirements including medical, mental, and dental; identifying appropriate methods of service delivery; and providing guidance and direction to institution and unit superintendents concerning the provision of services. Employee is responsible for the development and revision of the health services plan and supporting budget requests, and for the development of recommended policy and procedural statements concerning health care delivery within DOP. Employee reports to the Chief, Human Services (DOC).

### I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments address the components of a comprehensive health care delivery system separately or in combination, and may range from individual institution or unit consideration to those affecting the entire prison system.

Intricacy - Assignments require consideration of accepted health care standards and the legal requirements concerning the availability of health care services to the incarcerated individuals in light of the unique constraints associated with the custody environment and the limited availability of resources.

Subject Matter Complexity - Work requires a thorough understanding of the requirements associated with the various health care fields addressed by the system and those associated with the custody environment in order to structure a health care system which is administratively feasible.

Guidelines - Guidelines utilized include DOP Policies and Procedures Guidebook, the Manual of Standards for Adult Correctional Institutions, the Standards for Health Care Services in Correctional Institutions, legal requirements, and Department of Correction (DOC) policies and procedures. These guidelines are general in nature and often conflicting.

### II. RESPONSIBILITY:

Nature of Instructions - Employee receives general instructions on assignment of special projects and participates in the setting of goals and objectives for these projects. Majority of activities associated with area of responsibility are self-initiated, and discussions with supervisor are only necessary when policy considerations are required.

Nature of Review - Work is reviewed through occasional conferences and informal discussions for compliance with established policies and consistency with program goals.

Scope of Decisions - Employee's identification of priority areas and tasks associated with the development of a comprehensive health care system determine the work assignments of subordinate personnel. Decisions also affect the quality of health services available to the prison population and the potential liability of institutional and unit superintendents on health care availability.

Consequence of Decisions - Errors can result in inappropriate allocation of resources to the health care delivery system.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with the various levels of the line command within DOP, representatives of other State agencies, representatives of private health care deliverers, and members of the prison population and their families.

Nature and Purpose - Primary purpose of contacts is to negotiate service agreements with private providers and State agencies, to present and advocate policy recommendations, and to consult with institutional and unit superintendents on health care delivery requirements.

IV. OTHER WORK DEMANDS:

Work Conditions - Work is usually conducted in a normal office setting and occasionally requires visits to the various facilities in the prison system.

Hazards - Work requires occasional travel, and employee is exposed to normal driving hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of the methods and practices associated with the organization and implementation of health care delivery systems including the administrative relationships between the various components including medical, mental health, and dental treatment. Working knowledge of the various disciplines involved in the service delivery system and applicable Federal regulations, State statutes, and departmental policies. Ability to organize and coordinate the activities of personnel representing the various health care disciplines and custody officials in order to implement the delivery system. Ability to analyze and interpret health care requirements. Ability to develop working relationships and communicate effectively with Department/Division managers, private health care providers, and a variety of State and Federal officials.

Minimum Education and Experience - A master's degree in hospital, business, or public health administration and five years of experience in hospital administration, institution administration, or similar experience involving integration of health care services; or a four-year degree supplemented by a certificate in hospital administration or two years of hospital administration internship and five years of experience as specified above; or a four-year degree and six years of experience in purchasing, personnel, accounting, or general management work at an institution, hospital, or similar health care facility; or an equivalent combination of education and experience.