

City of New York
DEPT. OF HOMELESS SERVICES
Job Vacancy Notice

Civil Service Title: Health Services Manager	Level: M4
Title Code No: 10069	Salary: \$75,338 / \$81,245 -\$194,395 Frequency: ANNUAL
Office Title: Director of Clinical Services	Work location: 33 Beaver St, New York, NY 10004
Division/Work Unit: Office of the Medical Director	Number of Positions: 1
Hours/Shift: Based on 24/7 operation	Agency Tracking #: 3224 POSITION#: 45

Job Description

Reports directly to the Medical Director (MD) and assists with oversight of clinical services including but not limited to medical, mental health, and substance use services in DHS directly-operated shelters, as well as in contracted DHS shelters:

- Assist the Medical Director in providing clinical supervision and guidance to DHS clinical and contract management staff
- Oversee and manage clinical contracts at DHS directly-operated intake and shelter sites
- Regularly engage with the contracted providers' clinical staff to provide guidance, consultation, and performance oversight
- Assist the Medical Director with the development and monitoring of shelter clinical procedures and assessments including:
 - Develop standardized assessments, processes, policies, and procedures for identifying health, mental health, and substance use disorders that affect client functioning
 - Ensure adherence to appropriate quality assurance standards consistent with DHS requirements
 - Participate in record reviews/audits for clinical services at shelters
- Collaboratively work with staff conducting contract oversight/monitoring of clinical services in DHS directly-operated and contracted facilities:
 - Draft and maintain contract standards including health, mental health, and substance use assessments and services
 - Assist in the development of contract language and relevant procurement(s)
 - Guide and advise contract managers to provide oversight on related contracts throughout DHS shelters
 - Conduct oversight of contractor clinical performance, including development, review, and enforcement of Corrective Action Plans for noted deficiencies
 - Assess vendor staffing plans for appropriate qualifications and staffing ratios consistent with DHS contract requirements and standards
- Assist the Medical Director with clinical liaison for DHS programs and with external agencies, including but not limited to other City agencies (e.g., HRA, DOHMH, H+H), State agencies (e.g., SDOH, SOMH, OASAS), and community health, mental health, and substance use services providers and insurers
- Supervise the management of medical emergencies and other incidents, including review of critical events and post-incident follow-up
- Develop and oversee prevention and intervention protocols (for both clients and staff) related to communicable diseases in the shelters and other DHS facilities
- Serve as the medical liaison for environmental and disease outbreaks and COOP/emergency planning
- Develop and oversee the provision of topical clinically-related health training to DHS directly-operated and contracted shelter staff including medical, mental health, substance use, wellness, and nutrition
- Work with the Medical Director to recruit DHS clinical staff and conduct vetting of key contractor clinical staff
- Assume duties of the Medical Director in his/her absence

Qualification Requirements

1. A baccalaureate degree from an accredited college and five years of full-time professional satisfactory experience acquired within the last fifteen years, in a health services setting such as a laboratory, hospital, or other patient care facility, or in a

public health, environmental health, or mental hygiene program, at least 18 months of which must have been in a managerial capacity, consisting of managerial experience clearly demonstrating the ability to perform difficult and responsible managerial work, requiring independent decision-making concerning program management, planning, allocation of resources, and the scheduling and assignment of work

2. Education and/or experience equivalent to "1" above. Education may be substituted for experience on the basis that each 30 graduate semester credits from an accredited college in hospital administration, public health, public administration, business administration, management or administration can be substituted for one year of non-managerial experience up to a maximum of 60 semester credits for two years. However, all candidates must have a minimum of a baccalaureate degree and 18 months of managerial experience as described in "1" above.

Preferred Skills

- Possession of a valid Nurse Practitioner license in New York State with specialization in psychiatry and/or addiction medicine; not less than four years of clinical practice, including not less than one year of experience in a relevant administrative or supervisory capacity; or a combination of education and/or experience as a Nurse Practitioner in the State of New York, and one year of experience in an administrative or supervisory capacity in a relevant setting.
- Experience working in low-income communities, with homeless individuals and families, with persons who use drugs, those with mental illness, and persons with HIV, among other co-morbid conditions
- Not less than four years of management/supervisory experience in health, mental health, substance use, and/or social services settings, particularly in low-income communities

Residency Requirement

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for two continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

To Apply:

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities/Careers.

For all other applicants, please go to NYC Careers by using the following link <https://a127-jobs.nyc.gov/>.

Most public libraries have computers available for use.

No phone calls, faxes, e-mails and personal inquiries permitted.

Post Date:

Post Until:

JVN: 071-2017

The City of New York is an Equal Opportunity Employer.