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## **Management Level Public Health Informatician**

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Sample Position Description

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# Sample Position Description

## Management Level Public Health Informatician

### Summary

*Management Level Public Health Informatician* is a sample position description in a classification series of 4-5 progressively responsible positions within career ladder includes management responsibilities.

### Scope

The purpose and distinguishing characteristic of the Management level classification is that the series includes responsibilities for human resources management, fiscal management, and operational functions such as contract management, resource allocation, development of policies, assurance of adequate administrative controls, and quality and procedural efficiencies.

The Management Level Public Health Informatician directs, manages, and executes day to day operational objectives of public health informatics activities and/or programs. Responsibilities may include directly supervising the activities of exempt and non-exempt personnel, management of budgets for areas of responsibility, overseeing operations for specific business services, and allocation of resources.

The scope of this position will vary depending on where the position is located (i.e., from a single program area like a registry versus a branch or division).

### Budget Authority

The incumbent develops budgets, monitors expenses against budget, ensures management of budget within resources, and works closely with accounting services. The incumbent may be responsible for development of proposals, financial reporting, budget modifications, and interaction with funders for areas of responsibility.

### Position Titles

The following list of example job titles was built from existing positions at state and local health agencies:

Position Title	Reporting Relationship	Source
Director, Registry Program, Registry/Unit Supervisor	Various	Multiples
Manager, Immunization Information Systems (IIS)	Various	Multiples
Chief	Deputy Director, Health Information and Strategic Planning	State of California-
Director, Information Services	Chief Clinical Informatics Officer	Boston Public Health Commission

Health Informaticist Manager	Unknown	State of Florida, State of Utah
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## Relationship

Program managers will supervise staff, have frequent interaction with other managers and directors, participate in various internal and community based committees, and may represent the agency at both internal and external meetings, conferences, and workgroups. Other managers may also have frequent contact with clients, beneficiaries, or consumers of public health services for areas of responsibility.

## Decision Making Authority

This position may be responsible for a wide range of decisions including hiring, firing, and management of personnel, resource allocation, modification of budgets, interpretation and establishment of procedures or departmental policies, establishing priorities, goals and objectives for projects or areas of responsibility, contractual decisions, implementation of agency strategy, and formulating corrective action on behalf of the agency for client, customer, or beneficiary complaints or conflicts.

## Major Duties and Responsibilities

This list contains examples of duties and responsibilities that may be associated with management level informatics positions. This list is not all inclusive and may vary from position to position. Hiring agencies, depending on the specific nature of the position, may modify the major duties and responsibilities and/or identify additional duties and responsibilities, based on a current position analysis.

### *Human Resources Management*

- Supervises subordinate personnel including determining workload, delegating assignments, and monitoring performance.
- Assesses training needs for individuals and teams and arranges for appropriate training.
- Write and/or review drafts of employee position descriptions and approves assignment of work tasks.
- Assesses the qualification of candidates to recruit and hire employees.
- Evaluates employee performance and rewards or disciplines employees. Promotes, suspends, discharges or changes employee status according to job performance.
- Addresses grievances of employees according to the requirements of applicable statutes, policies, or contracts.
- Determines individual employee workload, assigns specific tasks or assignments, and monitors performance of employees, contractors, or temporary staff.
- Oversees staff roles, assigns tasks, and evaluates accomplishments.
- Establishes performance standards and conducts performance reviews.
- Prepares promotional ratings and works with human resources to establish new positions.
- Develops strategies for improving performance and taking action when needed regarding disciplinary actions, and suspend or discharge as necessary.
- Assigns planning, informatics, or scientific responsibilities to appropriate staff

### *Financial/Budget Management*

- Develops or oversees preparation of detailed budgets for agency submission for legislative requests, grants, applications, and contracts.
- Provides, oversees, or coordinates/interfaces with accounting services for activities related to accounts payable, receivable, invoicing, and processing of purchase orders.
- Prepares or reviews budget reports.
- Approves budget expenditures for areas of responsibility.
- Monitors expenses against budget.
- Approves changes to budget.
- Responds to requests for information about budgets for areas of responsibility.

### *Operations Management*

- Responsible for day to day operations for areas of responsibility.
- Ensures operations are managed effectively to meet organizational/agency needs.
- Prioritizes operational tasks and activities based on available funding, mandates, relative value, and staff skills for areas of responsibility.
- Develops strategies, plans, and procedures to implement agencies policies and initiatives.
- Assists with or leads implementation of corrective actions and serves as “problem solver” for areas of responsibility.
- Addresses needs such as preparation and assistance with purchase orders of hardware, software, and equipment; follow-up for orders (including delivery dates and billing problems); coordination of installation of new equipment; resolution of vendor disputes; and maintenance of equipment.
- Participates in or leads quality improvement or quality assurance efforts for areas of responsibility.
- Monitors operations and directs the use of performance measures to ensure a high degree of effective service delivery.
- Develops and documents policies and procedures in compliance with applicable laws, statutes or agency guidance.
- Translates agency strategy into operational practices.
- Recommends business actions to improve operations, processes, fiscal accountability, employee satisfaction, and overall organizational performance.
- Provides feedback from customers, stakeholders, and beneficiaries to appropriate teams and/or leadership for unresolved issues requiring escalation within the agency.
- Monitors timelines, performance, and customer satisfaction.
- Coordinates or oversees marketing, promotion, or training activities.
- Processes requests or resolves issues from customers (internal and external), providers, community organizations, and other stakeholders.
- Resolves operational issues.

- Establishes and implements change management, quality improvement, and quality assurance initiatives for areas of responsibility.

### *Informatics*

- Supervises and/or oversees planning and collection of data and information.
- Plans, coordinates, and establishes methods, processes, and standards for work performed by staff to ensure information needs of end users are achieved.
- Leverages and/or seeks to influence standards, as appropriate, and ensures consistency with national standards and certification initiatives to improve health data use to meet the agency, partner, and stakeholder needs to improve population health
- Supports adoption of data standards that facilitate interoperability.
- Implements policies related to national initiatives such as the Accountable Care Act, HITECH, and Meaningful Use program.
- Provides input into federal rule making or other policy making activities related to informatics practice and health reform as requested.
- Identifies and engages stakeholders required for informatics projects related to health information exchange, Accountable Care Act, and public health reporting for CMS Meaningful Use Program.
- Develops and directs studies, assessments, evaluations of data collection, data management, adoption of technology, change management issues, and use of information to improve population health.
- Coordinates system design and analysis with vendors to ensure information needs of the program, department, and other end users are met.
- Explores and recommends technology solutions and/or automation of key processes.
- Coordinates, manages, or oversees information management (i.e. de-duplication of records, data purges, requests for information, processing user rights, assignment of log-in, consumer access to information).
- Coordinates, manages, oversees, or ensures compliance with HIPAA, and privacy and security practices.
- Oversees informatics activities related to help desk or provider relations.
- Provides technical assistance to users.
- Researches or recommends hardware, software, and other technology enhancements to support agency objectives.
- Ensures implementation of best practices related to electronic data transmission, storage, HIPAA, information security standards, data archiving practices, records management, and other aspects of electronic data management.
- Provides management support for applications and database needs, enhancement and system upgrades, performance evaluation of information systems, requirements documentation, and business process improvement activities.

## Knowledge, Skills, and Abilities

This list contains examples of knowledge, skills, and abilities that may be associated with management level informatics positions. It is not all inclusive and may vary from position to position. Hiring agencies, depending on the specific nature of the position, may modify the knowledge, skills, and abilities and/or identify additional knowledge, skills, and abilities, based on a current position analysis.

### *Knowledge of:*

- Principles, practices, and trends in public administration, business operations, and management.
- Public health and healthcare systems and practices.
- Strategies for achieving effective data acquisition, management, quality, storage, use, and application to address population health needs.
- Applicable laws, statutes, and policies regarding health information including security, privacy, and management of confidential data.
- Public health reporting and information system standards.
- Business operations analysis.
- Workflow engineering.
- Informatics project/product portfolio management.
- Information Technology life cycle.
- Automated software applications.
- Computer hardware and system operations.
- Strategies for effective planning and management of informatics projects/programs based on business and management requirements.
- Information security and privacy laws/policies.
- Management practices related to business operations including human resources, budgeting and financial analysis, and performance improvement.
- Theory, principles and practices of organizational behavior, analysis and evaluation.
- Techniques and methods of disseminating communication within an organization.
- Theory and principles of organizational systems and the methods of application to government operations.
- Change management, quality assurance and improvement, business process analysis, contract management.

### *Skills:*

- Human relations and management skills.
- Establish effective working relationships.
- Demonstrate outstanding communication, stakeholder engagement and collaboration skills including:
  - Communicate the role of public health within the health system and community to diverse audiences;

- Collaborate with a wide range of internal and external stakeholders including policy makers, health care and social services, end users, agency leaders, and community;
- Apply effective communication and group dynamic strategies in interactions with individuals and groups;
- Communicate in writing, orally, electronically and in person with linguistic and cultural proficiency;
- Effectively communicate the capabilities and limitations of information technologies.

*Ability to:*

- Evaluate work products to ensure program objectives and agency needs are met.
- Solve complex issues requiring coordination, technical ability, and knowledge of computer and information systems to evaluate alternatives.
- Read and interpret technical materials to evaluate alternative technical solutions to address agency needs.
- Communicate effectively to technical and non-technical audiences in both written and oral methods.
- Apply principles, theories, and practices of public administration and management to support health informatics practices to meet organizational objectives.
- Evaluate information against a set of standards of information integrity and comparability.
- Utilize complex, modern information technology tools.
- Recommend, select, and utilize practices and tools in support of public health data acquisition, management, analysis, planning, and reporting.
- Oversee testing of information solutions using appropriate methodologies and techniques.
- Plan, organize, and prioritize time and workload to accomplish tasks and meet deadlines.
- Integrate the role of governmental and non-governmental organizations in the delivery of community and population health to meet the information needs of a wide range of users, data sharing partners.
- Acquire and defend public health informatics policies, programs, and resources.
- Synthesize voluminous and diverse facts, opinions, and materials into usable work plans.
- Prepare and present highly complex technical material and issues to non-specialists.
- Correctly assess the political and institutional environment in which decisions are made and implemented.
- Effectively express ideas orally and in writing using appropriate language and organizing ideas and marshaling facts in an objective manner.
- Exercise appropriate judgment in all phases of analysis, from sorting out the most important problems through sifting evidence and framing feasible options.
- Analyze business needs and product requirements to create or design a system.
- Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Develop, design, or create new applications, ideas, relationships, systems, or products.