NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 14  
**Fiscal Year:** 2012/2013  
**Posted Date:** 2/8/2013  
**Reposted Date:**

**ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):**  
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>1</td>
<td>1165</td>
<td>Manager, Department of Public Health</td>
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<tr>
<td>2</td>
<td>1166</td>
<td>Administrator, Department of Public Health</td>
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For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.


cc:  All Employee Organizations  
     All Departmental Personnel Officers  
     DHR – Class and Comp Unit  
     DHR – Client Services Unit  
     DHR – Employee Relations Unit  
     DHR – Recruitment and Assessment Unit  
     DHR – Support Services  
     Micki Callahan, DHR  
     Jennifer Johnston, CSC  
     Sandra Eng, CSC  
     Linda Cosico, DHR  
     Maria Newport, SFERS  
     E-File
INTRODUCTION

Under policy direction, managers in these positions function at the executive level of department management for the Department of Public Health and are responsible for all functions and activities of several major medical, clinical and/or healthcare divisions or areas; provide leadership and direction in developing new programs and establishing organizational policies, priorities and objectives; direct and coordinate the implementation of program changes; serve as technical advisor; and perform related duties as required. Incumbents in this class report to senior medical, clinical and healthcare executive level managers.

DISTINGUISHING FEATURES

Incumbents in this class are at the highest level of healthcare, clinical and medical management and assume primary responsibility for diverse and complex functions at the Department of Public Health which includes the San Francisco General Hospital and Trauma Center, Laguna Honda Hospital and Rehabilitation Center, Community Oriented Primary Care, and Population Health and Prevention. Incumbents in these positions make decisions of a highly significant consequence or impact involving healthcare, clinical and medical operations and recommend new policies, procedures, organizational areas, or services.

SUPERVISION EXERCISED

Incumbents typically manage senior-level medical, clinical and/or healthcare administrative managers responsible for diverse functional areas.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Develops and implements division goals, objectives, policies, and priorities; determines service levels and resource allocation.

2. Plans, coordinates, directs and evaluates the delivery of medical, clinical and health care by maintaining and ensuring standards of care, practice and performance; develops, implements and evaluates the department's plan for the provision of medical, clinical and health care.

3. Develops organization wide patient care programs, policies, and procedures that guide and support the provision of services; assesses and improves the provision of medical, clinical and healthcare services through the implementation of effective programs to measure quality.

4. Monitors the work of and mentors or coaches subordinates to improve performance; participates with medical, clinical and healthcare leadership to determine appropriate staffing levels, hiring plans, training needs, and staff qualifications and competencies for efficient
and effective operations.

5. Monitors the efficiency and effectiveness of the departmental organization structure, staff assignments, service levels and administrative systems; identifies and analyzes opportunities for improvement; implements improvements.

6. Directs the allocation of resources to achieve timely outcomes and measurable goals within budget; adjusts plans and programs to meet healthcare reform or other new medical or clinical programs, while continuing to address major medical, clinical and health care priorities.

7. Advises executive leadership on matters pertaining to staffing, finance, facilities and other operational matters; reports on infrastructure or changes required of bylaws, rules, regulations and department policies and established professional standards.

8. Provides leadership and oversight for the infrastructure of data collection, analysis and reporting to support quality (operational, clinical and patient experience) outcomes.

9. Communicates regularly with medical, clinical and healthcare executive-level management regarding the Department's activities and coordination of efforts with other City departments in addressing the needs of the City; represents the Department before legislative boards, regulatory bodies, other healthcare agencies, and medical, clinical or advisory committees.

10. Assesses and responds to community needs; provides consultation and advice to boards, committees and representatives from federal, state and local agencies.

11. Participates in budget development by providing detailed justification and persuasive arguments for proposals or initiatives. Implements and closely monitors budget expenditures of the operating budget for a major area of responsibility typically including multiple divisions.

12. Provides executive management with an early warning and practical options to potential cost overruns.

13. May participate in direct patient care/medical or clinical activities as determined by specialty.

Performs other related and assigned projects as needed.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: federal, state and local rules and regulations pertaining to medical and healthcare activities and functions; management principles and practices; long range strategic, tactical and objective planning techniques; and opportunities and challenges in the healthcare environment of an urban area.

Ability to: direct subordinate managers engaged in diverse activities; exercise administrative
Title: Manager, Department of Public Health  
Job Code: 1165

Ingenious, independent analysis, adaptability and judgment on highly specialized proposals with difficult, complicated choices of action; make recommendations and present them effectively to Department of Public Health executive staff, regulatory and advisory organizations, and the general public; apply the principles and practices of healthcare administration, financial and personnel management; clearly interpret all applicable laws, ordinances and codes relating to the department; direct research, survey techniques and statistical methods; communicate effectively, orally and in writing; establish and maintain effective working relations with officials, subordinate staff, directors and members of other departments, civic organizations, healthcare agencies and the public; and the ability to remain calm and provide guidance to managers in crisis situations.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Possession of a Master’s degree from an accredited college or university in Hospital Administration, Nursing, Public Health Administration or a closely related field.

Requires at least three years of experience as an administrator of a large general teaching hospital or related organization; three years of complex healthcare administrative experience or an equivalent combination of training and experience.

LICENSE AND CERTIFICATION

May require possession of valid license to practice medicine issued by the State Board of Medical Examiners or another advanced level medical or healthcare licensure or certification.

SUPPLEMENTAL INFORMATION

Special Qualification including specialized knowledge, abilities, education, experience, or license may be established for individual positions.

ORIGINATION DATE: xx/xx/xx

AMENDED DATE:

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN
INTRODUCTION

Under administrative direction, exercises primary responsibility for the efficient operation of a large medical facility; plans, implements and directs a hospital-based comprehensive community medical program providing a wide variety of inpatient, outpatient, ambulatory services, skilled nursing, and rehabilitation and geriatrics services; develops, executes and coordinates intra-and interdepartmental policies, methods and procedures; implements and promotes efficient and economical administrative techniques; represents the medical center before various groups, especially those concerned with community needs and issues; and performs relates duties as required.

DISTINGUISHING FEATURES

Positions allocated to this class report directly to the Director of Health and have administrative responsibility for the efficient operation of all medical and non-medical activities at the San Francisco General Hospital and Trauma Center or at Laguna Honda Hospital and Rehabilitation Center.

SUPERVISION EXERCISED

Incumbents typically manage senior executive level medical and/or administrative managers responsible for large diverse medical or healthcare functional areas.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Provides the vision and leadership to effectively motivate and direct staff in developing and achieving goals and objectives that are congruous with the mission, values and strategic plan for the Department of Public Health.

2. Organizes, implements and controls all medical and non-medical activities of the medical center in order to achieve its objectives and insure compliance with the standards set by the Joint Commission on the Accreditation of Hospitals, California Department of Public Health, Centers for Medicare and Medicaid Services and/or other accreditation or regulatory agencies; appraises and evaluates all operations by maintaining systematic procedures for evaluating the quality of care received at the medical center; reviews, evaluates, interprets, and carries out policies, methods and procedures through subordinate administrators; insures that policies and objectives are clearly understood and effectively applied.

3. Develops, executes, and coordinates intra and inter departmental policies, methods, and procedures; provides the framework for planning, directing, coordinating, providing and improving care, treatment, and services to respond to community and patient needs, improve health outcomes, and meet regulatory requirements.

4. Coordinates and integrates all functional phases and activities of the medical center to
achieve a multi-disciplinary approach to the delivery of health care services; supervises the medical center personnel and administrative aspects of patient admission, care and discharge.

5. Formulates procedures and/or programs for providing health care services that are responsive to various communities of San Francisco, the indigent and those with special health problems; meets with groups concerned with community issues, appropriate staff and others to assess present and future requirements, trends and problems.

6. Authorizes and approves release of research, news articles and other public information regarding the hospital, its function and activities; prepares periodic reports concerning various phases of the hospital’s operations and financial conditions.

7. Establishes cooperative relationships with the health community, including professional associations, hospitals, clinics, medical centers, government agencies and other health organizations; serves as an ex-officio member of the medical staff Executive Committee which acts in an advisory capacity to the medical center and is a member of other standing medical or advisory committees.

8. Exercises general supervision and directs the services provided by the University of California and by other institutions serving the medical center; reviews and accounts for these functions to the Director of Health.

9. Determines that duties and responsibilities, authority, and interrelationships are clearly defined and that the organizational structure is planned to secure efficiency; recommends staffing for each department of the medical center; supervises the physical operations of the medical center buildings and grounds; and gives priorities to necessary capital improvements.

10. Supervises the fiscal administration of the hospital, such as the preparation of the budget, the accounting for all expenditures, the receipt, deposit and optimization of all revenues for inpatient and outpatient care rendered at the medical center, including reimbursement from local State and Federal agencies and private insurance programs.

11. Identifies appropriate grant funds for and coordinates grants from various funding sources to the medical center, complying with grant objectives and departmental and City requirements under the direction of the Director of Health.

12. Performs other related and assigned projects as needed.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Requires comprehensive knowledge of: hospital administration and management, long-range strategic planning techniques, federal, state and local healthcare laws, rules and regulations, financial principles and practices related to healthcare and opportunities and challenges in the healthcare environment of an urban area.
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Administrator, Department of Public Health
Job Code: 1166

Requires unusual ability to: plan, coordinate and direct the work of subordinates; deal tactfully and effectively with government officials, representatives of community interests, the general public, and others at all levels of government or business activities; provide strong leadership skills; apply the principles and practices of public administration, financial and human resources management to a medical and healthcare environment.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Possession of a Master's degree from an accredited college or university in Hospital Administration, Nursing, Public Health Administration or a closely related field.

Requires at least five years of experience as an administrator of a large general teaching hospital; five years of complex health care administrative experience; or an equivalent combination of training and experience.

LICENSE AND CERTIFICATION

May require possession of valid license to practice medicine issued by the State Board of Medical Examiners or another advance level medical or healthcare licensure or certification.

SUPPLEMENAL INFORMATION

Special Qualifications including specialized knowledge, abilities, education, experience, or license may be established for individual positions.

ORIGINATION DATE: xx/xx/xx

AMENDED DATE:

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN