

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

HEALTH AND FAMILY SERVICES MANAGEMENT SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional supervisory positions located within the Department of Health and Family Services, Division of Public Health and the Division of Quality Assurance, as either Section Chiefs in the central office or regional directors, responsible for public health or quality assurance programs. Positions meet the statutory definition of supervisor in s. 111.81 (19), Wis. Stats. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

These are professional supervisory positions located at the Department of Health and Family Services, in the Division of Public Health or Division of Quality Assurance. Positions in the central office are Section Chiefs with subordinate professional supervisor(s) or the Section Chief for Primary Care and Health Promotion. Positions in the regions are regional directors.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of “supervisor” as defined in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which supervise central office, regional, or field operation work units in divisions other than the Division of Public Health or Division of Quality Assurance.
3. Positions which supervise work units within the Division of Public Health or the Division of Quality Assurance that require specialized technical knowledge within an occupational area in order to technically supervise subordinate staff and the position is more appropriately classified by a more specific classification title, such as Research Scientist Supervisor, Environmental

Health Supervisor, Public Health Sanitarian Supervisor, Medical Technologist Supervisor, Nursing Supervisor, etc.

4. Positions which supervise a Section or Unit or Sub-Unit in the Division of Public Health or Division of Quality Assurance, have no subordinate supervisor(s), and are more appropriately classified as Health and Family Services Supervisor.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITION

HEALTH AND FAMILY SERVICES MANAGEMENT SUPERVISOR

These are professional supervisory positions responsible for providing leadership and coordination of activities for public health program areas or quality assurance programs for a Central Office Section or Region in the Division of Public Health or the Division of Quality Assurance. Positions allocated to this series recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate employees. Specific responsibilities vary between the divisions and between the central office and regional offices as follows.

Positions located in the Division of Public Health:

Central Office Section Chief positions in the Division of Public Health, are responsible for the development, interpretation, and implementation of statewide public health or quality assurance program areas; development and implementation of statewide program policies; development of federal grant applications for funding; preparation of related categorical components of the biennial budget process; development and enforcement of standards and guidelines; and evaluation of existing and proposed legislative proposals. Positions supervise subordinate professional supervisor(s) with multi-discipline professional staff or have the responsibilities as the Section Chief for Chronic Disease and Cancer Prevention which has multi-discipline professional staff.

Division of Public Health, Regional Office Director (ROD) positions report to the Division Deputy Administrator. The Deputy Southeastern ROD position reports to the Regional Office Director. All of these positions are responsible for effectively recommending statewide policies and procedures; managing regional staff and resources within one of five regions; monitoring and controlling substantial discretionary budgets; setting and achieving objectives in compliance with state statutes, administrative rules, and policies; promoting ideas and influencing decisions with managers throughout the department; planning, developing, and monitoring programs with other initiatives and activities; managing the block and categorical grant programs and consolidating the contracts within a region; providing leadership and coordination to local public health departments, local elected officials, Boards of Health, and private agencies; effectively assisting in developing and implementing public health programs at the local, regional, and state level; acting as the department's representative in public health emergencies; coordinating, collaborating, and leading public health issues and concerns that develop in emergency situations; and ensuring the effective working and contractual relationship with local public health and private not-for-profit agencies. The Regional Office Director positions supervise approximately 15 or more FTE professional and highly technical staff.

Positions located in the Division of Quality Assurance:

Regional Field Operations Director (RFOD) positions in the Resident Care Review Section, Division of Quality Assurance are responsible as the primary representative of the Division of Quality Assurance in the regional office; directing the state's health and residential care facility state licensure and federal certification program in the region, carrying out the department's mission, objectives and goals; directing professional, administrative, and program support staff and conducting timely, thorough and accurate surveys, plan reviews, and construction activities; participating in the development of departmental policies and administrative rules; recommending legislation; making management decisions which impact department programs regulating health and community care facilities; developing programs for public education and information; developing training, educational, and informational programs for surveyors, licensees, the industry, ombudsmen, consumers and the State Medical Society; and determining the need for facility complaint investigations including the level of severity and the need for investigations for allegations of abuse or misappropriations. The RFODs direct subordinate supervisors and have a large professional staff who conduct resident evaluations of the region's Medical Assistance nursing homes and facilities for the developmentally disabled residents and direct engineer/architect staff in the review of new nursing homes and facilities for the developmentally disabled construction and major remodeling projects to assure the quality and appropriateness of buildings and compliance with state and federal Life Safety Code provisions.

Assisted Living Regional Director (ALRD) positions in the Assisted Living Section, Division of Quality Assurance are responsible as the primary representative of the Division of Quality Assurance in the regional office; directing the state's health and assisted living licensing and certification program in the region, carrying out the department's mission, objectives and goals, directing professional, administrative and program support staff and conducting timely, thorough and accurate licensing of new facilities and surveys of existing facilities and complaint investigations of community based residential facilities, adult family homes, residential care apartment complexes and adult day care facilities; recommending legislation; making decisions which impact department programs regulating health and community care facilities; developing programs for public education and information; developing training, educational and informational programs for surveyors, industry, advocates and other stakeholders; and recommending enforcement action against providers, providing expert testimony at hearings making decisions on appeals of resident involuntary discharges, approving restraints in collaboration with Bureau of Long Term Support staff and providing leadership to facilities in identifying long-term care needs.

Representative Positions:

Family Health Section, Bureau of Family and Community Health, Division of Public Health: supervise 2 subordinate supervisors and a variety of professional level staff, in the development and implementation of statewide program policies related to Family Health, including the development of federal grant applications for funding and related categorical components of the budget process; develop and enforce standards and guidelines related to Family Health; develop, implement, and evaluate program practices and policies; and evaluate existing and proposed legislative proposals. Program responsibilities include maternal and child health, infant screening/congenital disorders, family planning reproductive health, birth to three, sudden infant death syndrome, children with special health care needs, and other related maternal and child health programs.

Southeastern Regional Office Director, Division of Public Health: Reports to the Deputy Administrator, Division of Public Health, and supervises professional and technical level staff providing leadership and assistance to local public health departments in one of the regional public health offices. Responsibilities include providing leadership to communities in the development and implementation of effective public health programs and services; developing, implementing, and reviewing on an ongoing basis statewide policy and procedure; representing the department and division in influencing decisions at the local level; developing and recommending public health policies and programs affecting the region; providing leadership to communities in identifying public health needs and intervention; managing and supervising public health

regional personnel, material and fiscal services; and developing and implementing regional affirmative action plan.

Southeastern Regional Office Deputy Director, Division of Public Health: Reports to the Southeastern Regional Office Director, and supervises professional and technical level staff providing leadership and assistance to community public health departments. The Deputy Southeastern Regional Office Director recommends statewide policies and procedures and has responsibility for the collaboration and communication within the region, of all the Local Health Departments and partners with the exception of the City of Milwaukee. The Regional Deputy Director and has total responsibility for the overall operation of the office in the Director's absence.

Southeastern Regional Field Operations Director (RFOD), Resident Care Review Section, Division of Quality Assurance: act as the primary representative in the Milwaukee region. The RFOD is responsible for direction of the state's health and residential care facility state licensure and federal certification program, carrying out the department's mission, objectives, and goals. The scope of survey activities is extensive, including state licensure and federal certification surveys for skilled certified nursing facilities, certified nursing facilities, licensed nursing facilities, certified intermediate care facilities for the mentally retarded, licensed institutions for the mentally diseased, licensed facilities for the developmentally disabled, community-based residential facilities, adult family homes and state certified adult day care facilities. Responsibilities include conducting health care facility inspections in the Milwaukee regional office; providing expert testimony; making decisions on emergency placements; acting as a hearing officer; making decisions on appeals of resident transfers, involuntary discharges, and facility certification; providing leadership to facilities in identifying long-term care needs and problems; and developing and recommending policies and programs for the Division of Quality Assurance. Additional duties include participating in the development of departmental policies and administrative rules, recommending the establishment and revision of legislation, and making responsible management decisions that have considerable impact upon department programs.

Southeastern Assisted Living Regional Director, Assisted Living Section, Division of Quality Assurance, Division of Quality Assurance: act as the primary representative of the Division in the Southeastern region and supervises professional and technical level staff. The Assisted Living Regional Director is responsible for directing the state's health and assisted living licensing and certification program in the region, carrying out the department's mission, objectives and goals, directing professional, administrative and program support staff and conducting timely, thorough and accurate licensing of new facilities and surveys of existing facilities and complaint investigations of community based residential facilities, adult family homes, residential care apartment complexes and adult day care facilities; recommending legislation; making decisions which impact department programs regulating health and community care facilities; developing programs for public education and information; developing training, educational and informational programs for surveyors, industry, advocates and other stakeholders; and recommending enforcement action against providers, providing expert testimony at hearings making decisions on appeals of resident involuntary discharges, approving restraints in collaboration with Bureau of Long Term Support staff and providing leadership to facilities in identifying long-term care needs.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective March 12, 2000 and announced in Bulletin CLR/SC-109 as a result of Phase Two of Broadbanding non-represented positions to describe professional supervisory positions responsible for a public health or quality assurance program.

These positions were previously classified as Health and Family Services Supervisor 2 created effective April 11, 1999 and announced in Bulletin CLR/SC-98 as part of the Professional Program Support Survey to describe professional supervisory positions which supervise functions in the central office or a regional field office of the Division of Public Health or Division of Supportive Living. These positions were previously classified as Health Services Supervisor 1 and 2 and Administrative Officer 1-Supervisor. The Health Services Supervisor 1 and 2 classification series was abolished effective April 11, 1999.

This classification was updated December 11, 2005 to include an allocation for the Assisted Living Regional Directors and to update the various changes in Divisions (i.e. Creation of the Division of Disability and Elder Services.) It was updated again August 5, 2007 and announced in OSER-0166-MRS/SC to reflect the creation of the Division of Quality Assurance

GD/JAB
JG/LK/DJP
51330