

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
HEALTH SERVICES SPECIALIST**

**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 positions located within the Department of Health Services, Division of Quality Assurance. Positions allocated to this classification function independently or as members of a team of professionals who conduct surveys or inspections of regulated health care facilities and programs/services statewide. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed 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 (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

This classification encompasses professional positions, as defined in s. 111.81 (15), Wis. Stats., located within the Department of Health Services, Division of Quality Assurance. Positions function in one of the following areas (1) perform on-site surveys of nursing facilities, skilled nursing facilities, institutes for mental disease, intermediate care facilities for individuals with intellectual disabilities, facilities for the developmentally disabled, state certified programs/services, and state licensed only facilities in order to determine compliance with state licensure and federal certification requirements; (2) perform on-site certification surveys, desk reviews, complaint investigations and provide technical assistance of a variety of types of programs generally described as mental health programs or facilities, programs for the developmentally disabled, alcohol and other drug abuse services including inpatient, outpatient, day treatment residential, emergency, detoxification and programming for the chronically mentally ill consumers including community support programs and comprehensive community services or (3) perform on-site surveys to evaluate, license, and monitor assisted living facilities and determine compliance with regulations, in order to protect and promote the health, safety and welfare of the persons being served.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisor and management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that do not meet the definition of professional, as defined in s. 111.81(15), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
3. Positions which are, for a majority of the time, engaged in performing advocacy service to the residents of the long term care facilities and are more appropriately classified as Ombudsman Services Specialist.
4. Positions which are, for a majority of the time, engaged in the investigation of alleged or actual criminal acts in support of law enforcement agencies.
5. Positions which, for a majority of the time, perform surveys of health care facilities, focusing on safety code and building construction and are more appropriately classified as Public Health Sanitarian.
6. Positions which perform surveys of health facilities and, for a majority of the time, focus on the medical and nursing areas, and are more appropriately classified as Nursing Consultant.
7. Positions which oversee county administration of social service programs and are more appropriately classified as Social Services Specialist.
8. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter this classification by competition.

## II. DEFINITIONS

### HEALTH SERVICES SPECIALIST

Positions in this classification are responsible for conducting program monitoring activities (e.g. onsite surveys, desk review, complaint investigations, technical assistance, etc.) and ensuring compliance with federal and state rules, regulations, and laws for licensure, program certification and eligibility for participating in Medicare, Medicaid and community-based programs regulated by DHS.

These programs include:

- nursing facilities;
- skilled nursing facilities;
- assisted living providers;
- institutes for mental disease;

- developmental disability services;
- the continuum of mental health and substance abuse treatment services available statewide;
- intermediate care facilities for individuals with intellectual disabilities

Positions ensure compliance with statutes, standards and rules in the following areas:

- admissions/retentions and removals; resident/patient rights;
- staffing and census; quality of care assessment;
- clinical practice requirements;
- conditions of residents and resident care plans;
- social, psychological and rehabilitative services;
- provision of medical services;
- therapeutic activity programming.

Positions provide technical assistance to the health care facilities and the continuum of mental health and substance abuse treatment programs surveyed. Positions interface with consumers in response to complaints about programs or providers, and investigate these complaints. Positions investigate consumer deaths the result of suicide, psychotropic medication or restraint incidents. Positions are responsible for providing expertise as either an independent surveyor or as a member of the survey team in the areas identified above on a rotating basis and serve as team leader as designated. Work is performed under general supervision.

**Representative Positions:**

Division of Quality Assurance, Bureau of Nursing Home Resident Care: Functions as a member of the survey team conducting licensure and certification surveys in facilities such as those described in the definition statement to determine compliance with state licensure codes and federal certification rules, regulations and statutes. Investigates complaints and conducts verifications and surveillance visits as assigned by the Field Operations Manager within a distinct regional area, but may be assigned to perform health facility surveys in other regions as necessary. Position may function as the survey team leader on a rotating basis.

Division of Quality Assurance, Bureau of Assisted Living: Evaluates, licenses and monitors assisted living facilities (community-based residential facilities, residential care apartment complexes, adult family homes and adult day care programs) and determines compliance with the Department of Health Services (DHS) regulations, in order to protect and promote the health, safety and welfare of the persons being served. Ensures compliance with standards and rules (e.g. admissions, transfers and discharges; resident rights; staffing; quality of care assessment, etc.). Reviews compliance with physical environment requirements and life safety. Recommends and participates in enforcement actions including case conferences and administrative hearings. Investigates complaints against licensed and unlicensed programs, conducts verification and surveillance visits. Provides technical assistance to individuals or groups involved in the provision of assisted living residential care.

Division of Quality Assurance, Bureau of Health Services: Conducts on-site surveys to certify compliance with state and federal requirements of mental health, developmental disabilities, and alcohol and other drug abuse (AODA) services. Types of facilities certified and/or recertified include inpatient, outpatient, day treatment, residential, emergency, detoxification and community support programs. Monitors programs which requires substantial knowledge of mental health and AODA clinical practice methodology to assure ongoing compliance and investigates complaints against illegally or improperly operating facilities and/or programs. Conducts complaint investigations and investigates consumer deaths the result of suicide, psychotropic medication or restraint. Collaborates with other Department

representatives in the process of rule writing or amendments to regulations to ensure the safety of consumers receiving services. Provides technical assistance to facilities and/or programs, individuals and groups in matters relating to clinical practice as well as compliance with Wisconsin statutes and administrative code.

### **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 August 9, 2015 and announced in Bulletin OSER-XXXX-CC/SC to collapse the Health Services Specialist 1 and 2 levels, retitle the classification and update the representative positions in order to better define the positions. This classification specification replaces the HSS 1, 2 classification series which was created in bulletin CC/SC- 28, effective October 16, 1994 as a result of the Professional Social Service Personnel Management Survey and abolished on August 9, 2015.

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