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**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

HEALTH SERVICES SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional supervisory positions located within the Department of Health Services who are responsible for a statewide or regional public health, quality assurance, and/or licensing program(s) activities. 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

Positions in this classification are professional supervisors located in the Department of Health Services. Positions are section chiefs, unit supervisors or subunit supervisors in the central or a regional office providing supervision and coordination of public health, quality assurance and/or licensing program(s) activities. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of “supervisor” as defined in s. 111.81(19), Wis. Stats., and as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions which are not located in the Department of Health Services.
3. Positions which supervise work units which require specialized technical knowledge within an occupational area in order to technically supervise subordinate staff such that a

more specific classification title is more appropriate such as Research Scientist Supervisor, Environmental Health Supervisor, Public Health Sanitarian Supervisor, Nursing Supervisor, etc.

4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

HEALTH SERVICES SUPERVISOR

Positions are professional supervisors and are section chiefs, unit supervisors, or regional field operation supervisors in the Department of Health Services (DHS). The positions are responsible for a public health, quality assurance, or a licensing program(s) area. Responsibilities include directing statewide or regional program(s) and supervising a variety of professional and/or highly technical staff. Positions recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate employees. Specific responsibilities vary between programs as follows:

Public Health program responsibilities are statewide and include planning, developing, directing, managing, and supervising a public health program(s); acting as a program consultant; assuring services; assessing statewide needs; developing intervention strategies; directing the personnel, administrative, fiscal, liaison and reporting activities of the program(s); securing and implementing funding and contracting; promoting local activities to increase the capacity of local health departments and health care providers; providing information for policy development; implementing and administering statutes and administrative rules; providing long-term program planning; developing and maintaining program budgets; developing and maintaining all contracts; preparing cooperative agreements with the Centers for Disease Control; and acting as a liaison with other state agencies, other DHS work units, the federal government, and media contacts. Different public health programs can include: asbestos and lead health problems, maternal, perinatal, infant, and children health; emergency systems and licensing; injury prevention; chronic disease problems such as tobacco, diabetes, cancer, etc.; communicable diseases such as TB, AIDS/HIV; food or epidemic outbreaks; immunization; and public health nutrition.

Quality Assurance program responsibilities include supervising, scheduling, monitoring and evaluating surveyors conducting statewide surveys; coordinating policy development and program administration; ensuring health care delivery system provider compliance; participating in developing policies, administrative rules, and legislation; developing programs to educate and inform the public of programs; developing training, educational, and informational programs for surveyors, providers, or users; performing complaint investigations; and promoting and maintaining coordination and cooperation with health care facilities. The quality assurance program area(s) can include hospitals and community-based residential facilities new construction; licensure and federal certification surveys of hospital facilities, federally certified home health agencies, state licensed hospital and home health agencies, licensed and certified hospice, federally certified ambulatory surgical centers, end stage renal dialysis units, rural health clinics, outpatient physical therapy and occupational therapy, rural medical centers, critical access hospitals, rehab agencies, prospective payment psychiatric and rehab units, outpatient rehab facilities,

nursing homes, facilities for the developmentally disabled, community based residential facilities, adult family homes, and adult daycare.

Licensing program responsibilities include managing a certification and/or licensing program; coordinating the program(s) with other department sections and state, federal and county agencies through monitoring, oversight, and developing policies and procedures; processing survey documents for health care providers/suppliers; coordinating and monitoring federal and state enforcement actions; and investigating complaints. The licensing program areas can include shelter care facilities, community based residential facilities, adult day care homes, certifying health care providers/suppliers in the medicare/medicaid programs using federal regulations and the social security act; and licensing health care providers using state administrative rules and statutes for nursing homes, facilities for the developmentally disabled, community based residential facilities, adult family homes, and adult daycare.

Representative Positions:

Emergency Medical Services (EMS) Systems and Licensing Section, Bureau of EMS and Injury Prevention, Division of Public Health: responsible for the development and maintenance of a statewide EMS system whose goal is the provision of equal access and a uniform quality of pre-hospital emergency care for all people in Wisconsin Communities and to assure compliance with all mandated program requirements as set forth by Wis. Statutes and Wis. Administrative Code.

TB Unit Supervisor, Communicable Disease Epidemiology Section, Bureau of Communicable Diseases, Division of Public Health: supervise the TB program unit which encompasses statewide TB programs including the direction and management of the TB activities of five regional nursing consultants; program planning; policy development; assurance of services; assessment of state needs; development of intervention strategies; and planning, developing, and directing multiple statewide TB programs which include TB infection case management, TB prevention case management, TB/HIV co-infection case management, TB managed care, directly observed therapy, and medication distribution. Other responsibilities include supervising, managing and directing the personnel, administrative, fiscal, liaison, and reporting activities of the programs including securing and implementing funding and contracting; promoting local activities to prevent and control TB; implementing and administering statutes and administrative rules, managing and coordinating the day to day operation of all TB unit activities; providing long-term program planning; functioning as liaison; developing and maintaining program budgets; and developing and maintaining all contracts.

Community Based Providers Unit, Health Services Section, Division of Quality Assurance: supervise multi-disciplined professional surveyor staff; schedule, monitor, and evaluate the surveyors conducting statewide or regional hospital, home health, hospice and other medicare provider surveys; coordinate all aspects of policy development and program administration; participate in developing policies and administrative rules; recommend legislation; develop public education programs; develop training and related programs; and determine the need for complaints and abuse allegation investigations.

Field Operations Supervisor, Milwaukee Region, , Division of Quality Assurance: supervise multidiscipline professional staff in the surveys of nursing homes, facilities for the developmentally disabled, community based residential facilities, adult family homes and daycares; consistently apply state licensure codes, federal Title XVIII/XIX regulations and state licensure code requirements; direct staff to conduct thorough and accurate Title XIX care level reviews, determinations, and inspection of care; function as a Health Facilities Surveyor and conduct surveys to determine compliance with the state licensure codes and federal certification regulations.

State Nutrition Coordinator, Division of Public Health, Bureau of Community Health Promotion, Women, Infants and Children (WIC) Program: oversee the nutrition services of the Wisconsin Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and nutrition systems throughout the state; and coordinates policy and procedure development. This position provides nutrition consultation to Division of Public Health (DPH) state and regional staff and local WIC projects; and promotes interagency communication and collaboration to achieve integration and coordination of services. This position works closely with the management team, including the Section's Unit Supervisors and program areas (such as obesity prevention, vendor management and information systems), Section Chiefs, Bureau Directors, Chief Medical Officers, and Regional Office Directors to coordinate nutrition services. This position advises the Section Chief on nutrition programming and staffing needs; supervises the Unit staff and is designated as the State's WIC Nutrition Coordinator.

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.

SPECIAL REQUIREMENT: The position designated as the Women, Infants and Children (WIC) Program's State Nutrition Coordinator must be certified or eligible for certification as a Dietitian by the Dietitians Affiliated Credentialing Board in Wisconsin.

IV. ADMINISTRATIVE INFORMATION

This classification was modified effective August 13, 2000 and announced in Bulletin CLR/SC-116 to include some positions previously classified as Social Services Supervisors within the Division of Child and Family Services, Bureau of Regulation and Licensing.

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 the professional first line supervisory positions responsible for public health and quality assurance program areas.

These positions were previously classified as Health Family Services Supervisor 1 and 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 modified effective May 22, 2011 and announced in Bulletin OSER-0279-CLR/SC to add the representative position of State Nutrition Coordinator within the Women, Infants and Children (WIC) program. The special requirement under section III Qualifications was added to reflect the Dietitian requirements of the WIC Coordinator position.

This classification was modified effective August 7, 2016 and announced in Bulletin DPM-0429-CC/SC to remove and update representative positions to better reflect the business needs of the agency.

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