

Minimum Qualification Specifications
for the Class:PATIENT ADVOCATEEducation Requirement:

Bachelor's degree from an accredited four (4) year college or university in Healthcare Administration, Psychology, Sociology, Communications, Public Relations, Nursing, Social Work or related field.

Excess work experience as described under the Specialized Experience below or any other progressively responsible administrative, professional or other analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

Experience Requirement:

Two (2) years of progressively responsible professional experience in a healthcare setting with administrative, analytical, customer service, community organization or patient relations programs. Demonstrated ability to identify, collect, and analyze data; recommend solutions for a course of action in accordance with rules, regulations and/or other guidelines; communicate effectively, orally and in writing; and plan, organize and carry out assigned activities independently.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, applicants must possess the pertinent experience and/or training required to perform the duties of the position.

Departments requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position.

Physical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the VP/Director of Human Resources.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is the first minimum qualification specifications for the class, Patient Advocate.

DATE APPROVED: March 15, 2012

PAUL TSUKIYAMA
VP/Director of Human Resources