



Code: 0341

Family: Health and Human Services

Service: Administrative Service

Group: Clerical, Accounting and General Office

Series: General Administrative Series

CLASS TITLE: MEDICAL ADMINISTRATOR

CHARACTERISTICS OF THE CLASS

Under direction, manages the Office of Public Safety Administration's (OPSA) Medical Services Section, supervising a team of clinical case managers engaged in the administrative case review and assessment of medical files, records and psychological evaluations to assess and recommend fitness for duty, and performs related duties as required

ESSENTIAL DUTIES

- Manages medical case reviews and approves outside medical care and surgical procedure clearances for sworn members with On-Duty injuries
- Develops and implements medical quality assurance standards
- Monitors long-term disability cases and tracks Medical and Limited Duty leaves of absences and related payroll and other expenses recommending changes and improvements
- Confers with the department's Medical Director to address concerns regarding medical protocols, treatment, and other medical services provided to sworn members
- Works with outside medical providers ensuring that health care service provisions are in accordance with departmental standards by evaluating contracted clinical operations and procedures and recommending new policies in the area of healthcare administration
- Approves payment authorization for medical services rendered by outside providers
- Develops medical and psychological case management concepts ensuring case managers are accountable for their assigned case loads and their assessments of Limited Duty and Medical leaves of absence cases
- Ensures proper recording and reporting of Medical and Limited Duty cases for adherence to OSHA regulations
- Provides information regarding medical leaves to the Human Resources Division, relating to sworn members seeking promotion
- Complies with the Police and Fire Department's General Orders and policies and procedures for Medical Services
- Works with other city agencies and Department units on matters pertaining to medical administration services
- Represents OPSA Medical and testifies at hearings pertaining to disability pensions, medical grievances and medical arbitrations for sworn members
- Testifies in court and at administrative proceedings as required
- Assesses travel requests for feasibility and approves travel for sworn members on Medical leave
- Participates in personnel hiring, budgeting and strategic planning
- Oversees day to day operations of medical section and manages support staff

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- A Bachelor of Science degree in Nursing (BSN) accredited by the National League for Nursing (NLN) or an approved foreign credential evaluation, plus three (3) years nursing experience, of which two (2) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- Must be licensed to practice as a Registered Nurse in the U.S.
- At the time of employment, positions must have obtained a valid State of Illinois Registered Nurse license.

WORKING CONDITIONS

- General office environment
- Medical facilities environment (e.g., health clinic)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Medical instruments (e.g., stethoscope, sterilizer, scale, tongue depressor, life signs monitors, thermometer, urine dips, microscope, sphygmomanometer, otoscope)
- Audiovisual Equipment (e.g., speakers, LCD Projectors)

PHYSICAL REQUIREMENTS

- **None**

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *Biology and Chemistry
- *anatomy and physiology
- *medical terminology, conditions, testing, treatments, standards, and procedures
- *primary health care professional principles, practices, and procedures
- uses, side effects, and interactions of prescription medicines and other drugs
- *human development and disease theory

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- geographical locations in the City
- applicable computer software packages and applications
- management and supervisory methods, practices, and procedures
- contract administration methods and procedures
- *medical equipment, instruments, materials, and supplies

- *applicable research and analytical practices and procedures
- *alcohol and substance abuse traits and treatments
- *principles of human behavior and socialization
- psychiatric professional principles, practices, and procedures
- *clinical methods and procedures
- *public health care trends, issues, programs, and services
- *training methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *SCIENCE - Use scientific rules and methods to solve problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *PERSUASION - Persuade others to change their minds or behavior
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic

- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- ACHIEVEMENT/EFFORT - Establish and maintain personally challenging achievement goals and exert effort toward task mastery
- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2021; May, 2025