



Job Code: 1294
Grade: 24
HCWR: N

Job Title
Director of Patient Logistics

Department
Administration

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Director of Patient Logistics is responsible for managing the activities of In-Patient transportation, Ancillary Services, and Telephone Room staff supporting transportation and morgue services throughout Cook County Health (CCH) including the Greeter Program. The Director provides operational guidance to patient experience-focused service departments. Supports and recommends the development of goals, objectives, policies and procedures related to these operations to advance the mission of Cook County Health (CCH).

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Plans and directs the In-Patient transportation, Ancillary Services, Telephone Room and the Greeter Program for CCH
- Creates a supportive environment for staff development and delivery of patient-focused services
- Maintains safe, secure, and healthy work environment by ensuring staff compliance with regulatory requirement, policies and procedures. Updates and implements changes when appropriate
- Identifies opportunities for improvement and develops mutual QPIs (Quality Performance Indicators) and reports results
- Conducts rounds in areas of responsibility. Monitors staff by conducting routine inspections overseeing preventable maintenance and repairs of equipment including cleaning and disinfecting of wheelchairs, gurneys, etc.
- Monitors operational expenses prepares, and submits annual budget plan
- Collaborates with Leadership to coordinator and ensure a comprehensive approval to managing services
- Attends and participates in department and committee meetings. May be required to report on major points, or actions to be taken
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's Degree or higher from an accredited college or university with five (5) years of experience in transportation, logistics, and/or ancillary services
- Three (3) years of supervisor and/or management experience
- One (1) year of experience reviewing information, conducting analysis, and preparing reports
- Proficiency using Microsoft Office

Preferred Qualifications

- Prior transportation, logistics, and/or ancillary services leadership experience in a large health care setting

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Occupational Safety and Health Administration (OSHA), Hazmat, and Health



Knowledge, Skills, Abilities and Other Characteristics

Department regulations, including, but not limited to, local and state regulations, infection control, and safety codes (i.e. Quality Assurance, Safety, Operations, Personnel, JCAHO)

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Ability to meet appropriate confidentiality standards for protected health information (PHI)
- Ability to train by presenting concepts and demonstrating tasks
- Ability to prioritize, plan and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.