



**Job Code:** 1299  
**Grade:** 23  
**HCWR:** N

**Job Title**

**Department**

Manager of Operations, Regional Outpatient Center-  
Bilingual

Ambulatory & Community Health Network

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

**Job Summary**

The Manager of Operations, Regional Outpatient Center-Bilingual supports the daily operations, supply and equipment management, and runs regular reports. Monitors the progress of our large integrated primary and specialty clinics across the Ambulatory and Community Health Network (ACHN), including multiple services inclusive of radiology, physical therapy, and pharmacy, to ensure access and quality of services. Supports and recommends development of goals, objectives, policies and procedures related to these operations in order to achieve short- and long-term objectives and 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**

- Oversees daily performance and operations metrics for the integrated primary and specialty clinics specifically focused on access, resource utilization, supply management and performance management of staff
- Supervises and develops staff to support and understand daily operations with ongoing training, oversight and feedback based at Primary and Specialty Care clinics across ACHN.
- Conducts performance appraisals of staff with ongoing feedback
- Supports implementation of system-wide strategic initiatives, regulatory requirements, and policies
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies, including, but not limited to (Illinois Department of Public health, Joint Commission, Medicare, OSHA, HIPPA, CLIA etc.)
- Responsible for assuring that all systems are operational
- Runs daily operational reports. Reviews for operational inefficiencies and makes recommendations to implement corrective measures
- Leads daily huddles with clear expectations for staff to support each service.
- Attends and participates in committees and meetings, as required
- Adheres and trains staff to policies that support clinic operations, setting management objectives and developing and evaluating programs, systems, and services
- Collaborates with Nursing Leaders to support the training and development of staff  
Optimizes utilization of resources by maintaining schedules and staffing ratios
- Develops and maintains collaborative relationships between Ambulatory and Community Health Network clinics and community-based organizations
- Contributes to the development of a workplace Culture of Safety for patients, staff, and visitors
- Maximizes patient access by creating efficient workflow and scheduling that supports the delivery of high quality, efficient patient care
- Oversees and supports all aspects of patient experience to achieve high patient satisfaction ratings
- Assists in the review and development of budgets for Ambulatory clinics
- Monitors and maintain equipment and par levels of supplies to ensure successful expansion of services or start-up of new services or procedures
- Troubleshoots equipment malfunctions; calls for repairs; and evaluates new equipment



**Typical Duties**

- Performs other duties as assigned

**Minimum Qualifications**

- Bachelor's degree from accredited college or university
- Three (3) years experience in a complex ambulatory health care setting with multiple subspecialties
- Three (3) years managing and/or supervising staff in a multispecialty environment
- Experience and knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Proficiency using Microsoft Office (Word, Excel, PowerPoint)
- Must be able to travel to Cook County Health and ACHN work sites
- Ability to work flexible schedules, including evenings and weekends
- Bilingual

**Preferred Qualifications**

- Bachelor's degree or higher in Healthcare Administration or related field from an accredited college or university
- Experience with Electronic Medical Record
- Experience with managed care environments
- Experience with finance
- LEAN Six Sigma or Process Improvement methodology
- Prior work experience in a union environment
- Intermediate proficiency using Microsoft Office (Word, Excel, PowerPoint)

**Knowledge, Skills, Abilities and Other Characteristics**

- Working knowledge of all Federal and State regulatory and accrediting bodies, including, but not limited to (Illinois Department of Public Health, Joint Commission, Medicare, OSHA, HIPAA, CLIA etc.)
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Excellent listening, verbal, and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong analytical and organizational skills, problem-solving, critical thinking, and conflict management/ resolution skills.
- Establishes clear expectations with performance metrics, and continuously measures improvement opportunities.
- Proactively identifies challenges and achieves solutions through collaboration
- Ability to analyze health care operations and make constructive improvements
- Ability to work in a team-based environment, and to lead and motivate teams
- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times



**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.**