



Job Code: 1936

Grade: 24

HCWR: N

Job Title

Director of Language Services

Department

Administration

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

Job Summary

Under direction, the Director of Language Services is responsible for ensuring the delivery of excellent patient experience in Interpreter Services and other organizational needs for language service support for Cook County Health (CCH). Ensures that the services provided comply with established CCH policies and procedures.

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

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

- Identifies best practices in healthcare language services to provide high level service in compliance with relevant healthcare standards.
- Assesses CCH's current and future interpretation service needs and develop plans to meet such needs based on utilization of language services.
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCH.
- Ensures that the best possible patient experience is achieved by handling patient inquiries and communications clearly and efficiently.
- Develops a staff training and orientation program that is patient focused.
- Participates in the creation and management of capital and operating budgets.
- Creates an environment that values and seeks excellence.
- Directs and guides the Interpreter Services department in any all relevant day to day activities
- Provides leadership and direction system-wide language services and developing policies and programs for language services.
- Conducts and/or facilitates training to educate employees and managers on how to recognize and accommodate patients that need interpretation services.
- Oversees the utilization of resources including but not limited to inventory or equipment relating to language services.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of experience in a health care, hospital, and/or social service environment
- Three (3) years of experience of supervisory and/or management experience in patient and/or client support services
- Previous experience managing customer service, patient experience, patient relations or similar area

Preferred Qualifications

- Master's or higher degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Experience in a volunteer agency or organizing volunteers
- Previous public healthcare system experience

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and experience with hospital accreditation and regulatory requirements
- Excellent conflict resolution and negotiation skills
- Effective communication skills
- Strong analytical skills
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable



Knowledge, Skills, Abilities and Other Characteristics

- Ability to balance competing priorities and agendas
- Ability to use sound judgment and make sound decisions
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body and community organizations
- Credibility and high integrity
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Sensitivity and respectful in caring for patients and in dealing with clients of diverse backgrounds

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.