



Job Code: 4012

Grade: 22

HCWR: N

Job Title

Transportation Services Manager-CCH

Department

Transportation

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

Job Summary

The Transportation Services Manager is responsible for managing the activities of transportation supervisors, patient transporters, and dispatchers supporting transportation and morgue services locations throughout Cook County Health (CCH). Manages patient satisfaction survey process and addresses patient issues. Monitors staff by conducting routine inspections overseeing preventable maintenance and repairs of equipment.

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

- Plans and directs the patient transportation services for CCH
- Interviews, hires, and trains transportation support staff
- Conducts performance evaluations, provides feedbacks, and takes corrective action as necessary to facility desired results
- Identifies and develops mutual QPIs (Quality Performance Indicators) and reports results
- Trains and educates staff on the tools necessary to transport patients in a safe and customer service oriented manner emphasizes care and caution
- Manages staff adherence to Health Insurance Portability and Accountability Act (HIPAA) guidelines
- Schedules work assignments and shift for dispatch and patient transporters
- Maintains safe, secure, and healthy work environment by ensuring staff compliance with policies and procedures
- Communicates with clinical staff to address any concerns
- Evaluates and implements improvements to existing processes and makes recommendations to improve response system services
- Ensures personnel resources and equipment are available to effectively execute work objectives as scheduled
- Provides in-service training to changes or updates in policies and procedures
- Monitors staff by conducting routine inspections overseeing preventable maintenance and repairs of equipment including cleaning and disinfecting of wheelchairs, gurneys, etc.
- Works to build relationships between dispatchers and patient transporters
- Collects, analyzes, and summarizes reports to identify trends in transportation services
- Assists in the oversight of operational expenses and prepares budget analysis by comparing revenue and expense to explain budget variances
- Performs other duties as assigned

Minimum Qualifications

- High School Diploma with eight (8) years of full-time transportation work experience OR Bachelor's Degree with four (4) years of full-time transportation work experience
- Two (2) years of full-time work experience as a patient transporter or dispatcher in a healthcare setting
- Three (3) years of full-time management or supervisory work experience

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of transportation scheduling and dispatch procedures
- Knowledge of inventory control processes including ordering, tracking, and timely reordering of materials, supplies, and/or equipment
- Knowledge of and fulfillment requirements for contractual obligations
- Knowledge of safety policies, procedures, and external regulations to handle accidents and/or emergencies



Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Occupational Safety and Health Administration (OSHA), Hazmat, and Health 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
- Demonstrate good team building and communication
- 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 gather, compute, and analyze material data
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to detect malfunctions in daily operations, including scheduling issues, production errors, process problems, and determining root causes and appropriate solutions for operating errors
- 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.