



Job Code: 5382

Grade: 24

HCWR: N

Job Title

Director of Nursing Operations

Department

Nursing Services Administration

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

Job Summary

The Director of Nursing Operations will be responsible for providing leadership, administrative, and clinical direction to a designated nursing division within Cook County Health (CCH). Ensures the divisional nursing care delivery system operates according to established CCH mission, vision values and goals: integrity of care, efficiency, safety, and quality standards.

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

- Establishes performance goals and objectives for the nursing division in accordance with Department of Nursing policies, practices, and objectives.
- Monitors and evaluates the overall nursing care delivery system within the nursing division to ensure integrity of patient care within established efficiency, safety, and quality standards.
- Makes rounds to assess and evaluate patient care needs and to ensure care delivered meets Standards of Care and Practice criteria for the designated specialty as required by state, federal or nursing association guidelines.
- Responsible for ensuring that nursing personnel provide optimal customer service and an exceptional patient experience.
- Collects, reviews and analyzes patient acuity and staffing data to determine staffing patterns and project staffing needs, to ensure adequate staffing within each unit of the nursing division.
- Works with Nursing Leadership to develop division specific quality and safety initiatives. Evaluate nursing division's quality performance and implements corrective actions.
- Participates in development, implementation and evaluation of the nursing division's Performance Improvement Program. Works with Nursing Coordinators, On-Duty Administrators and other supervisory staff to ensure the integration of performance improvement activities into daily practice.
- Establishes and reviews individual performance goals for unit Nursing Coordinators. Ensures they are educated and informed of all Department of Nursing policies, procedures, performance improvement, and quality initiatives.
- Provides direction to Nursing Coordinators in the recruitment and training of qualified clinical staff. Provides guidelines to Nursing Coordinators and nursing education department to ensure continuous education and current, updated certification and licensure of clinical staff.
- Participates in fiscal planning for the nursing division. Reviews expenditures and budget to ensure labor costs and expenses are within established annual guidelines.
- Demonstrate and promotes an awareness of patient rights; provides training to staff to ensure their knowledge and awareness of patient rights; functions as a patient advocate.
- Prepares and submits divisional performance reports on a monthly, quarterly and annual basis.
- Participates in nursing committees, medical and ancillary committees to ensure nursing division is actively linked to and in collaboration with all patient care systems.
- Performs other related duties as required.

Reporting Relationship

Reports to the Chief Nursing Officer

Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois OR must be able to obtain licensure prior to starting employment
- Master's Degree in Nursing, Public Health, Health Administration, or Business Administration from an accredited college or university
- Five (5) years of nursing management experience with a large scope of responsibility within the nursing clinical area assigned/posted



Minimum Qualifications

- Must possess an Advanced Cardiac Life Support (ACLS) certification

Preferred Qualifications

- Certified in area of specialty
- Nurse Executive-Board Certified (NE-BC)
- Management experience in a unionized environment
- Prior inpatient, medical-surgical, telemetry or ICU unit managerial experience
- Basic Life Support (BLS) certification
- Pediatric Advanced Life Support (PALS) certification

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of Critical Care principles, practices and procedures
- Thorough knowledge and understanding of the Health Insurance Portability and Accountability Act (HIPAA) to ensure the protection of the confidentiality and security of healthcare information for all patients
- Diverse knowledge and skill of treatment systems and clinical practices, including but not limited to:
- Aspects of Interventional Radiology including but not limited to nursing care procedures, equipment, and safety
- Management of patients with spinal cord injuries and other neurological diagnosis
- Stroke care management
- Management of stroke patients
- Management of patients receiving chemotherapy
- Wound Vacuum Assisted Closure (V.A.C.) management
- Management of ventilated patients on life support
- Management of patients with chest tubes
- Management of burn patients
- Management of patients with cardiovascular disease
- Experience in level 1 trauma center
- Expertise in ICU monitors and equipment
- Experienced in pain management and sedation administration
- Demonstrated leadership skills in a fast-paced environment within established time constraints and in difficult situations
- Demonstrated skills in the following applications of the elements of management:
- Planning
- Organizing
- Staffing
- Delegating
- Coordinating
- Budgeting
- Evaluating



Knowledge, Skills, Abilities and Other Characteristics

- Director/Supervising
- 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
- Excellent interpersonal and patient relation skills
- Good personal computer skills
- Ability to function as a role model for clinical excellence
- Ability to supervise, direct, and review activities of nursing personnel
- Ability to create and maintain complete and accurate records and reports
- 24/7 oversight responsibility

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.