

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612

COOK COUNTY HEALTH  
& HOSPITALS SYSTEM  
**CCHHS**

Job Code: 6435  
Grade: 23  
FLSA: Exempt

**Standard Job Description**

**Job Title**  
Manager of Inpatient Care Coordination

**Department**  
Integrated Care

**Job Summary**

Oversees the day-to-day operations of the Inpatient Social Service and Registered Nurse-Case Management team assigned to Provident and Stroger Inpatient facilities. Supervises the team to assure that all at risk and patients with psycho-social issues are appropriately screened to ensure that their needs are met during both hospitalization and reflected in the discharge planning process.

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

**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 meeting

*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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

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

*Management*

- Contribute to the management of CCHHS staff and CHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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**

- Ensures that casework is completed in accordance with CCHHS standards; appropriately delegates assignments.
- Hires, fires, conducts performance reviews, approves time off requests and oversees department's payroll/timekeeping function.
- Conducts rounds with staff at least three times a week to evaluate case knowledge including completeness of assessments, understanding of medical plans of care and identification of service barriers; assists staff with the development of strategies to improve patient services.
- Supports staff in aligning patient preference and treatment plan goals as well as developing/utilizing a multi-disciplinary approach to discharge planning.
- Maintains a thorough understanding of the external environment including changes to Medicaid/Medicare requirements, CCHHS strategy and accreditation standards by participation in seminars, webinars, in-services and review of both CCHHS policies/ procedures and professional publications; amends team processes to reflect these changes.
- Supports the development, implementation and execution of policies and procedures to support the achievement of departmental/organization goals.
- Identifies opportunities for improvement. Collaborates with staff individually and department wide to improve individual performance and overall department efficiency and effectiveness.
- Works collaboratively with medical and nursing staff to develop approaches/plans for effective resource coordination.
- Trains, mentors, coaches, involves staff in in-services, and conduct meetings to keep staff current on changes in technology, procedures and policies; develops and fosters a "learning organization" within the Care Coordination Team; relays important information in a timely manner.
- Participates on assigned committees and workgroups as appropriate.
- Assists Department Director with the development of annual work plan, budget and acquisition/allocation of required resources.
- Performs other duties as assigned.

### **Reporting Relationships**

Reports to the Director of Inpatient Care Coordination

### **Minimum Qualifications**

- Bachelor's degree of Science in Nursing (BSN) from an accredited college or university OR Currently licensed as a Clinical Social Worker (LCSW) in the State of Illinois
- Five (5) years of social work experience in an inpatient setting to include at least three (3) years of work experience providing care coordination, case management services, or utilization review
- Two (2) years of supervisory experience in a healthcare setting

### **Preferred Qualifications**

- Managed Care Payor Experience.

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

- Knowledge of JCAHO, NCQA, Medicare/Medicaid requirements, performance improvement.
- Knowledge of electronic record systems.
- Knowledge of modern management and supervision practices and the ability to apply them in the workplace.
- Analytical skills necessary to review data and make recommendations to support operational improvement.

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

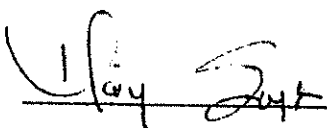
- Excellent written and oral communication skills necessary to communicate with all levels of staff, actively serve on committees, assist in the development of plans and programs, clearly explain results of evaluation studies, and make recommendations for improvement.
- Ability to anticipate needs of a diverse patient population.
- Ability to successfully manage and organize multiple priorities in a fast paced, stressful environment while meeting deadlines and established guidelines.
- Ability to design workflows to meet changing operational requirements.
- Interpersonal skills necessary for consensus building and to work with and promote positive, collaborative, professional, and customer focused working relationships with members of the executive team, hospital staff across all disciplines, and post-acute providers and payers.
- Strong initiative and leadership skills necessary to implement positive change.
- Proficiency in Microsoft Office-Outlook, Word, Excel and PowerPoint.

**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.

Approval:  08.22.2016  
Mary Sajdak Date  
Senior Director of Integrated Care Management

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief of Human Resources