



Job Code: 7043

Grade: 23

HCWR: N

Job Title

Manager of Speech, Language, and Hearing Services

Department

Rehabilitation Services

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

Job Summary

Under the general direction of the Director of Rehabilitation Services, is responsible for the clinical coordination of Speech, Language and Hearing Services. Manages daily operations, coordinates patient care and staffing assignments among Speech Language Pathologists (SLP) and Audiology divisions for inpatient and outpatients, sees patients and works in collaboration with the other Department Managers. Monitors and ensures service quality, efficiency and effectiveness throughout 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

- Manages staff and oversees patient care in all level SLP and Audiology positions in CCH.
- Maintains an appropriate patient volume and productivity record for inpatients and outpatients on scheduled weekday, holiday and weekend shifts. Demonstrates advanced competency in evaluation and treatment skills on diverse patient populations in both the inpatient and outpatient clinical areas.
- Assists the Director of Rehabilitation Services (Director) by participating in the establishment and monitoring of therapy goals, objectives, policies, procedures, protocols, care standards, quality improvement and budgeting.
- Acts as resource for the Occupational Therapy (OT), Physical Therapy (PT) and Language, Speech, and Hearing (LSH) staff regarding patient care management and/or student program.
- Participates in recruitment, interviewing and selection process.
- Participates in the orientation, supervision, performance evaluation and disciplinary processes for all therapy staff.
- Evaluates therapy staff training needs of employees with Director including competencies.
- Advises employees regarding patient care, work objectives or projects.
- Recommends based on statistical reports and patient needs the number of competent SLP and Audiology staff to provide patient care.
- Upon approval by Senior Leadership, works with the Academic Center Coordinator of Clinical Education (ACCE) and Field Work Coordinator for the department to schedule and organize SLP and Audiology student and volunteer programs.
- Participates in various interdisciplinary projects, activities, meetings, training sessions, as the need arises or as circumstances warrant.
- Assists Director in organizing operations and management of finances, contracts, office supplies, patient-care statistics, associated databases and record keeping.
- Oversees patient billing and related processes.
- Assists Director in developing and maintaining technological operations including departmental internal computer network and hospital based systems related to OT/PT/LSH.
- Assists in purchase, implementation and operation of new technology to update and streamline documentation.
- Participates in daily huddle, departmental meetings, in collaboration with the Director.
- Assumes responsibility for special projects and assists with long-range planning and goals,



Typical Duties

in collaboration with the Director.

- Provides Director with data and reports related to issues that affect clinical outcomes and program success.
- Provides training on LSH topics for CCH employees and share pertinent information with other PT and OT therapists to support and promote patient care.
- Responds to program related inquiries from outside health agencies, patient complaints and incident reports.
- Assists in preparation of annual operating and capital budget.
- Assists with ordering of supplies based on patient needs.
- Prepares reports and collects statistics to support budget requests.
- Performs other duties as assigned.

Minimum Qualifications

- Master's degree or higher in Speech Language Pathology from an accredited college or university
- Current licensure in good standing as an as a Speech Language Pathologist in the State of Illinois
- Certificate of Clinical Competence (CCC-SLP) from the American Speech, Language & Hearing Association (ASHA)
- Five (5) years of clinical experience working with a range of speech/ language/ swallow disorders
- Experience supervising or managing Speech Language Pathologists and/or Audiology staff and/or students
- Must possess a current Cardiopulmonary Resuscitation (CPR) Certification
- Intermediate proficiency using Microsoft Office
- Must be able to travel to work sites throughout Cook County Health
- Must be able to work evenings, weekends, and/or holidays when and as needed

Preferred Qualifications

- One (1) year of clinical experience working in an acute care facility, preferably in a Level 1 Trauma Center/Teaching Hospital environment
- Prior pediatric experience
- Prior outpatient experience
- Prior burn experience
- Prior neurology experience
- Bilingual Spanish

Knowledge, Skills, Abilities and Other Characteristics

- Ability to work collaboratively in a complex organizational culture and reporting structure, including cross-functional coordination with the correctional system.
- Cultural and linguistic competence to work with a diverse patient population.
- Professional commitment to providing care to incarcerated patients with respect and dignity.
- Functional knowledge of educational and research administration.



Knowledge, Skills, Abilities and Other Characteristics

- Interpersonal skills for managing clinical and other personnel.
- Computer literate.
- Strong verbal and written communication skills.

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.