



Job Code: 7684

Grade: 20

HCWR: N

Job Title

Leave Coordinator

Department

Human Resources

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

Job Summary

Under direction of the HR Operations Manager, the Leave Coordinator administers and processes all union and non-union leave of absence (LOA) requests for Cook County Health (CCH). LOAs include medical and non-medical leaves, paid and unpaid leaves, leaves that are coordinated with other departments/entities and those that are handled entirely by Human Resources. The Leave Coordinator interprets absence policies by demonstrating a thorough understanding of leave process and all applicable state and federal regulations regarding leave laws. This position requires the ability to handle a high volume of leave and accommodation requests from employees in a thorough, streamlined, and professional manner.

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

- Understands LOA requirements, policies, procedures and rationale for all medical and non-medical leaves available for employees at CCH, including paid and unpaid benefits and the terms, requirements and conditions thereof in a manner that can be conveyed to employees, supervisors, leaders and others in a clear and appropriate manner. Leaves include those from federal law (FMLA, ADA, USERRA, etc.), state law (VESSA, Paid Military leave, Jury duty leave, etc.) and those granted by the hospital system for union and non-union employees (Sick Leave, Bereavement, Educational leave, etc.) Disability, Military-related leaves, Personal/Emergency leaves, Jury Duty, Bereavement and Workers Compensation
- Demonstrates a thorough understanding of the leave process for the different types of leaves and conveys that understanding to employees who have varying levels of understanding of the leave process.
- Determines employee eligibility for LOA in accordance with all applicable state and federal regulations regarding leave laws
- Communicates decisions and ongoing expectations promptly with employees and departments in a professional manner through writing and conversations; refers to policies and procedures, as necessary, to further support LOA requirements
- Responsible for implementing requirements for employee compliance related to notice, eligibility, certification, and return to work in an accurate and timely manner
- Maintains accurate records in an organized manner to allow for quick research and responses to HR, supervisors and other interested parties, and to prevent errors in employee time which can impact the employee's job protection, benefits and compensation
- Provides guidance to employees through in person and phone meetings and interactions, email from personal account and LOA shared inbox by answering questions promptly to support needs of employees and supervisors
- Conducts leave training for departmental managers and leaders
- Processes LOA requests, decisions, and return to work requirements for all leaves
- Coordinates LOA with Disability (managed by Pension Fund) by taking care of HR responsibilities in a prompt manner and providing guidance to employees on distinction between LOA and Disability
- Coordinates LOA with Risk Management for Workers' Compensation claims to make sure employees understand the need to request leave with HR as well
- Coordinates LOA and return to work with Employee Health Services and the EEO



Typical Duties

department and the employee if restrictions are involved

- Responsible for any Human Resource Information System data entry with regard to leaves, accrual adjustments, and changes related to seniority date in connection with a leave
- Initiates pre-disciplinary meeting/process for employees who do not return from leave
- Monitors, audits and analyzes LOAs to ensure that ongoing claim management are within service standards
- Serves as subject matter expert for all LOA informational inquiries, end-to-end processes and policy basics and has the ability to communicate these matters in a clear manner
- Supports other departments by providing information in response to grievances, complaints or other forms of investigation
- Provides leadership, support and supervision to staff in the absence of Senior HR Coordinator
- Interacts with third party leave vendors to support claim validation or status changes
- Maintains a high level of confidentiality and ensures HIPAA compliance
- Supports Human Resources by developing and conducting formal and informal training of LOA policies as needed
- Coordinates the return to work process following any leave of absence (approved or unapproved)
- Contacts Employee, Payroll, Labor Relations, Union representative and any other entities necessary to resolve concerns
- Reports to HR to address day to day leave related processes and the ability to managed the balance workflow following periods of time-off from work
- Ensures familiarity with computer based technology to help administering leave including use of Microsoft Office, Adobe, Scanners, Printers, Fax Machines, as well as Time and Attendance Systems and Leave tracking information systems.
- Performs other duties and/or assignments as directed

Minimum Qualifications

- Bachelor's degree from an accredited college or university with Three (3) years of leave management experience related to FMLA, and other federal, state, and/or company leaves
- Proficiency with Microsoft Office

Preferred Qualifications

- Master's degree from an accredited college or university with One (1) year of leave management experience related to FMLA, and other federal, state, and/or company leaves
- Three (3) Leave of Absence Administration or Benefits
- Prior experience in a healthcare environment
- Prior experience in a union environment
- Intermediate proficiency with Microsoft Office

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of all applicable federal and state regulations regarding leave laws including FMLA, ADA, disability, and workers compensation
- Knowledge of HIPAA compliance



Knowledge, Skills, Abilities and Other Characteristics

- Intermediate knowledge of Microsoft Office
- Excellent verbal and written communication skills necessary to communicate with all levels of staff composed of diverse cultures and age groups
- Strong interpersonal and customer services skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to monitor, audit and analyze all LOAs for union and non-union employees
- Ability to maintain a high level of confidentiality
- Ability to prioritize, plan and organize projects and tasks
- Ability to perform accurate and reliable data collection for reporting
- Ability to maintain a professional demeanor and composure when challenged
- Ability to escalate complex issues as necessary to resolve concerns

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.