



**Job Code:** 7951

**Grade:** 23

**HCWR:** N

**Job Title**

Nursing Service Business Operations Manager

**Department**

Nursing Administration

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

**Job Summary**

The Nursing Service Business Operations Manager responsible for the financial, operational and programmatic management of assigned Department of Nursing divisions/units within the Cook County Health (CCH). The position will be responsible to establish integrated service line models to grow volume and help develop service specific strategies by streamlining workflows to optimize revenue for John H. Stroger, Jr. Hospital and Provident Hospital. This position will assist in purchasing, contract management, request for proposal processes, budget development/monitoring including developing special customized variance reports, as well as, managing the charge capture processes to optimize revenue.

**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**

- Supports the development and management of budgets including assisting in budget forecasting
- Assists in the planning of Nursing capital and operating budgets
- Prepares monthly Nursing expense variance reports and makes recommendations for improvement
- Develops and recommends strategies to maximize revenue and minimize costs
- Prepares, manages and monitor various financial management reports for assigned Nursing divisions
- Compiles and analyzes operational and financial data to improve efficiency and reimbursement
- Manages and supports the charge capture processes including analyzing data, providing education/training, conducting charge reconciliations/audits and working with appropriate stakeholders in Hospital Finance and Information Services to enhance charge capture processes.
- Assists with identifying opportunities for productivity improvement
- Initiates, coordinates and monitors purchasing and payment processes for goods and services for assigned Nursing divisions in partnership with Supply Chain Management and Finance
- Supports the interviewing, hiring and tracking processes of posted positions
- Collects, analyzes, interprets data and produces management reports to support service line operations growth
- Develops materials and techniques for staff development that impact operations and standard procedures/policies
- Participates in the development and implementation of service-line programs, objectives and long-range planning
- Serve as a resource for improvement initiatives
- Provides reports on detailed analyses for department workflows, prepare business planning and strategy presentations for assigned Nursing Divisions
- Serves as backup for other administrative/management staff
- Performs other duties and participates in special projects as assigned



**Minimum Qualifications**

- Master's degree in Public Health (MPH), Business Administration (MBA), or Healthcare Administration (MHA) from an accredited college or university
- Two (2) years of experience in an administrative role in a healthcare setting with financial, management or business experience
- Intermediate proficiency in Microsoft Word, Excel and Power Point

**Preferred Qualifications**

- Project Management training, education or work experience

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

- Excellent verbal and written communication skills necessary to communicate with all levels of staff
- Demonstrate strong organizational, management and leadership skills
- Demonstrate organizational problem-solving, critical thinking, time management and conflict resolution skills
- Demonstrate analytical/quantitative skills to collect, interpret and present data
- Demonstrate attention to detail, accuracy and precision and ability to complete tasks within a specified timeframe
- Ability to prioritize, plan, and organize projects and tasks
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to perform accurate and reliable mathematical and budget estimates
- Ability to maintain a high level of discretion and maintain confidentiality
- Ability to work flexible hours

**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.**