



Job Code: 8014
Grade: 24
HCWR: N

Job Title
Chief Human Resources Officer

Department
Human Resources

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

Job Summary

The Chief Human Resources Officer is responsible for the direction and leadership of the Human Resource function for Cook County Health & Hospitals System (CCHHS). This position oversees all functional areas within Human Resources (HR) including Administration, Recruitment and Selection, Classification and Compensation, Leadership Development, Customer Service, Labor Relations, and Performance Management. In addition to leading the functional areas within HR, the Chief Human Resources Officer provides daily direction to Affiliate HR leadership. This position is responsible for strategic planning and the delivery of effective HR services for CCHHS, John H. Stroger Hospital, and all Affiliates including Provident Hospital, Oak Forest, the Ambulatory and Community Healthcare Network (ACHN), the CORE Center, Cermak Health Services, and the Cook County Department of Public Health. In addition, this Position is responsible for ensuring compliance with those items as specified by the Joint Commission. This position requires a focus on providing exemplary customer service to all stakeholders in the hiring process.

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

- Supervises, directs and coordinates the overall management of the CCHHS Department of Human Resources (HR).
- Collaborates with the Executive Leadership Team and the CCHHS Board of Directors to discuss, plan, develop, communicate, and implement programs for the improvement of personnel effectiveness throughout CCHHS.
- Oversees all HR functions.
- Responsible for overseeing the fair and effective implementation of the Cook County employment plan and compliance with court directives regarding Shakman and other provisions related to hiring.
- Identifies the effectiveness of CCHHS personnel policies and procedures and recommends change; implements recognized legal and professional personnel standards, especially as they relate to Cook County ordinances.
- Ensures compliance with state and federal laws pertaining to terms of employment; evaluates human relations and work related problems that adversely affect employee morale and productivity.
- Ensures compliance with rules and regulations as specified by Joint Commission.
- Works with the CCHHS CEO and executive leadership to establish a strategic work force plan that represents best practices within the HR field and the Hospital industry.
- Acts as a liaison connecting CCHHS HR to Cook County BHR to ensure on-going communication and consistency in practices for all Cook County employees.
- Provides ongoing direction and mentoring to the operating Affiliates' HR Management team to ensure open lines of communication with CCHHS and Cook County BHR personnel, and identifies and addresses staff development opportunities.
- Collaborates with County and CCHHS finance departments such as Budget and Comptroller in related aspects of wage and salary administration, payroll management and formulation of the budget.
- Understands the budgetary implications of organizing, developing, training, classifying and compensating a large and diversified work force.
- Interacts effectively in coordinating human resources (personnel administration) issues with related agencies, such as Workers' Compensation, FMLA, Risk Management and Safety.
- Leads the design, implementation, and monitoring of quality improvement and process



Typical Duties

management initiatives for the HR functions to improve quality and efficiency, through team participation, data collection, process change implementations, and other activities.

- Collaborates with internal customers and stakeholders to identify and provide HR services in a timely, effective and cost conscious manner.
- Understands the dynamics of working in a diverse union environment and identifies and supports labor management relations to allow for effective operations.
- Collaborates with labor management and Cook County BHR to ensure employment actions are consistent with the collective bargaining agreements applicable to the unionized positions within CCHHS.
- Oversees data management in support of HR functions, establishes and revises practices to ensure the safeguarding and confidentiality of sensitive data and employee information.
- Establishes, implements, and maintains a performance based appraisal process for CCHHS employees. Implements related rewards and recognition programs.
- Ensures the preparation and distribution of measurement tools to track compliance with regulatory obligations with respect to HR functions.

Reporting Relationship

Reports to the Deputy Chief Executive Officer, Finance & Strategy. Serves as principal staff supporting the CCHHS Board's Human Resources Committee.

Minimum Qualifications

- Bachelor's degree from accredited institution
- Seven (7) years of experience in Human Resources
- Prior experience in managing HR for a highly diversified union workforce
- Prior experience in hospital or healthcare setting
- Prior experience leading organization wide culture change, organizational restructuring, and operational process improvement efforts
- Five (5) years of experience in a Human Resources leadership role

Preferred Qualifications

- Master's or advanced degree in one of the following disciplines: Human Resource Management, Industrial Relations, Business Administration, or related field; or law degree

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal skills: for building relationships with internal clients including Executive personnel, System leaders and department heads, Board members, Cook County BHR, Labor Management, and employees at all levels of the organization
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills used in resolving daily issues and addressing discrepancies in HR practices, or HR policy administration



Knowledge, Skills, Abilities and Other Characteristics

- Strong decision making skills used in resolving HR operating issues and establishing effective HR practices and policies
- Attention to detail in reviewing administrative work
- Ability to meet to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Knowledge of specific software programs: Strong knowledge of Microsoft Office Suite
- Other: Understanding of and focus on providing exceptional customer service

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.