



Job Code: 8031
Grade: 24
HCWR: Exempt

Job Title
Director of Community Affairs

Department
Administration

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

Job Summary

The Director of Community Affairs is responsible for developing strategies, and coordinating all community outreach efforts related to operations, programs and the implementation of projects for the Office of the Chief Executive Officer (CEO) and various departments under the direction of the Chief Executive Officer, the Chief of Staff, the Chief Strategy and the Chief Communications and Marketing Officer. The Director of Community Affairs supports the organization's mission by exhibiting excellence and competence, collaboration, innovation, respect, personalization, commitment to the community, and accountability and ownership. The Director of Community Affairs coordinates community outreach efforts for the Cook County Health & Hospitals System (CCHHS) and various departments as directed; and provides assistance in the development and coordination of outreach to publicize available programs and opportunities at CCHHS. This individual will assist in the coordination of public events and community based events. Will develop partnerships with key community stakeholders, civic associations, etc. Requires close coordination and communication with managers and clinicians throughout CCHHS and will work successfully with representatives from various communities, organizations and neighborhoods with respect to the diverse populations and cultures, CCHHS serves and seeks to serve. This position strives to achieve fulfillment of its community relations mission to the greatest extent practicable. Will be responsible for both internal and external communication and must be fully informed about and closely aligned with the vision and strategy of the Chief Executive Officer as well as tactical, process and organizational behavior changes required to foster and implement them within the community. Will have regular direct contact with and advise the CEO and key leaders within the organization with regard to policy and messaging.

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



General Administrative Responsibilities

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

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

- Work in partnership with community-based providers and administrative and clinical staff to develop and implement programs that promote health and access to health in designated communities
- Actively participate in community based coalitions with health related goals
- Develop and promote community relations opportunities by developing policies and implementing programs at community events
- The director will participate and engage in activities such as community health fairs
- Represent CCHHS at community meetings
- Maintain and develop relationships with key external contacts and the community at large
- Work with departments, clinical centers, PCPs and specialists to develop community relations plans and promote new and on-going initiatives in their areas
- Work with health centers, community-based organizations, insurers, and community coalitions to develop programs, events, and new initiatives that promote marketing and community relations objectives

Reporting Relationship

The Director of Community Affairs reports to the Chief Communications and Marketing Officer.

Minimum Qualifications

- Graduation from an accredited college or university with a Bachelor's Degree
- Five (5) years' experience in community relations, community activism, Community organizing and/or grass roots outreach
- Three (3) years' experience working for a governmental authority, community based organization or healthcare entity
- Excellent verbal and written communication skills



Minimum Qualifications

- Solid administrative skills, including strong computer skills
- Proficiency with Microsoft Word, PowerPoint, email (Outlook), Internet and Excel

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Strong project management, planning and presentation skills
- Ability to think creatively
- Results driven leadership and management skills; demonstrated success in leading through influence
- Strong interpersonal and organizational skills with multi-tasking capabilities
- Ability to effectively interface and communicate with a wide range of constituencies
- Ability to administratively plan, prioritize and organize a large volume of work in a timely and efficient manner
- Ability to manage multiple projects from inception to completion
- Ability to work in fast-paced environment with tight deadlines
- Ability to meet deadlines
- Ability to be flexible, manage multiple priorities
- Ability to build and maintain strong relationships
- Ability to work effectively and independently with all levels of clinical and administrative managers within CCHHS and with community leaders
- Strong leadership qualities leadership experience
- Demonstrated program development and implementation skills
- Ability to represent CCHHS effectively in a variety of settings and with diverse communities
- Demonstrated understanding and appreciation for diverse cultures

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.