

County of Cook

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 8061
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE

Director of Regional Operations, Oak Forest Health Center
/ South Suburban Cluster

DEPARTMENT

Ambulatory Services

Job Summary

As a member of the leadership team, the Director of Regional Operations, Oak Forest Health Center and South Suburban Cluster (OFHC/SSC) provides, plans, organizes, directs and coordinates the operations of OFHC/SSC sites to facilitate the provision of clinical and health services for patients. This position is responsible for all aspects of the development, operations, budget and performance management of multiple clinics within the region and for exercising direct and indirect supervision over assigned managerial, professional, technical and clerical staff. Reporting to the Chief Operating Officer, Ambulatory Services, the Director recommends, develops, implements and evaluates goals, objectives, policies and procedures related to these operations in order to achieve short and long term objectives and to advance the mission of the Cook County Health and Hospitals System (CCHHS).

The Director will facilitate, direct, and coordinate activities and programs designed to improve patient access to care that is patient centered, coordinated, high quality and cost effective care delivery system.

This position is exempt from Career Service under CCHHS Personnel Rules.

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

Typical Duties (continued)

Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

Other Responsibilities

Administrative Practices and Site Operations

- Assures implementation of system-wide and regional strategic initiatives and policies.
- Participates in formulating clinical policies, setting management objectives, and developing and evaluating programs, systems and services.
- Actively participates in community activities that promote the facility's mission, philosophy, and values.
- Develops and maintains collaborative relationships between the Health Center and community based organizations.
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures.
- Contributes to the development of a workplace Culture of Safety for patient, staff and visitors.
- Maximizes patient access and by creating efficient workflow and scheduling that support the patient-centered medical home model care delivery.
- Coordinates and integrates all operations including: Clinical services and related resource allocation; Patient concerns and complaints; HR and Labor issues; Contracted Services; Information Technology; Patient Transportation.
- Travels to centers and patient care facilities as required. Maintains awareness activities at centers through frequent visits to each clinic, holds staff meetings.

Personnel Management

- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- Supervise non clinical managers, facilities staff based at OFHC/SS centers
- Responsible for hiring, terminating, issuing discipline, conducting performance evaluations for direct reports

Typical Duties (continued)

- Promotes collaboration while working to achieve collective outcomes; is inclusive of peers &/or key stakeholders when making decisions that affect operations
- In cooperation with leadership team, Director establishes performance goals for staff and conducts performance reviews on a scheduled basis
- Maintains confidentiality of all site administrative / office personnel records and personnel actions. Has knowledge of all employee labor disputes and grievances. Acts as management representative for any employee complaint or grievance

Financial Management

- Develops long range financial plan and recommends annual budget with appropriate staffing levels for area of responsibility. Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- Maintains information infrastructure that supports analysis of clinical and financial data
- Monitors all financial operations to ensure the facility utilizes its resources in a fiscally responsible manner. Authorizes purchases, distributions, contracts and other transactions within limits established
- Participates in the development and management of the budgets for centers in the region
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices

Planning and Regulatory Compliance

- Responsible developing and implementing the strategic plan for OFHC/SS sites to achieve institutional goals
- Responsible for promoting the patient service delivery models while maximizing patient access and flow by coordinating all clinical and office operations and workflow to staff.
- Oversees accuracy and establish systems to assure efficient use of electronic systems and integrity of the data coming from centers
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records.
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.). Responsible for assuring that all systems are in good working order at all times

Patient Experience and Operations

- Oversees all aspects of patient experience to achieve high patient satisfaction ratings
- Monitors workflow of clinical and administrative staff through routine review of scheduling personnel assignments, work schedules, vacations and personal leaves, to ensure appropriate levels of staffing for clinic patient volume

Communications

- Serves on committees, boards and task forces as requested by Chief Operating Officer, Ambulatory Services
- Prepares and generates performance reports for the OFHC/SS region in an accurate and timely manner

Typical Duties (continued)

Policies & Procedures

- Establish ongoing and adhoc training for administrative staff as needed to meet objectives
- Participate in the coordination of staff credentialing process as necessary

Other related duties as required for the efficient operation and performance reporting.

Reporting Relationships

The Director of Regional Operations Oak Forest Health Center / South Suburban Cluster reports to the Chief Operating Officer, Ambulatory Services.

Required Minimum Qualifications

- Master's or higher level degree
- Seven (7) years' experience in progressive management roles
- Five (5) years of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives

Preferred Qualifications

- Course work in Healthcare administration, medical office management
- Demonstrated experience with Electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings.
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations, and continuously measures performance. Maintains focus on priorities.
- Proactively meets challenges and achieves solutions through collaboration.
- Demonstrate the ability to analyze health care operations and make creative improvements.
- Demonstrated ability to work in a team based environment, and to lead and motivate teams.
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively with PCMH leadership team, primary care site leaders, PMH physicians and clinicians, behavioral health team members, patients and families.
- Ability to communicate in a confidential and HIPAA compliant manner.

Knowledge, Skills, Abilities and Other Characteristics (continued)

- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times.
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills.
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint).

Physical and Environmental Demands

This position functions 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.

Working Conditions and Physical Demands

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

Debra Carey
Chief Operating Officer, Ambulatory Services

Date

Approval:

Gladys Lopez
Chief Human Resources Officer

Date