



**Job Code:** 8062  
**Grade:** 24  
**HCWR:** N

**Job Title**

Director of Regional Operations, South Cluster

**Department**

Ambulatory Services

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

**Job Summary**

Under the direction of the Chief Operating Officer, Ambulatory Services, the Director of Regional Operations, South Cluster is a key member of the Ambulatory Service leadership team. As such is key to fulfilling the mission of the Patient-Centered Medical Home model. This position is responsible for the implementation of operational policies and procedures ensuring an efficient and positive care experience for the patient population. Working closely with Outpatient leadership, the Director is responsible for building effective partnerships and promoting collaborative relationships within the health centers, and throughout the community 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.

**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**

- 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 center medical home model care delivery
- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- 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
- Oversee budget for area of responsibility and provides guidelines for staff. Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- 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
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices
- 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
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and



**Typical Duties**

financial records

- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.)
- 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
- Other related duties as required for the efficient operation and performance reporting.

**Reporting Relationship**

Reports to the Chief Operating Officer, Ambulatory Services

**Minimum Qualifications**

- Master's degree from accredited institution in Healthcare Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- 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
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

**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



**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.**