



Job Code: 8067
Grade: 24
HCWR: Exempt

Job Title
Director of Support Services

Department
Administration

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

Job Summary

Under the direction of the Chief Operating Officer, Stroger Hospital and Central Campus, the Director of Support Services is generally responsible for ensuring the delivery of excellent patient experience in the following areas: maintaining, coordinating and supervising the services of volunteers at Cook County Health and Hospitals System (CCHHS) to ensure that the services provided comply with established CCHHS policies; overseeing the activities of the CCHHS Auxiliary; managing CCHHS telephone operators; overseeing the provision of interpreter services; supervising the management of CCHHS information desks at all CCHHS facilities; and overseeing the administrative functions and details of the various hospital and administration departments and services in his/her day-to-day operations. These functions are present system wide across all CCHHS facilities.

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

- Develops and plans for the long term growth of the CCHHS volunteer program and auxiliary activities - Assesses CCHHS's current and future interpretation service needs and develops plans to meet such needs
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Ensures that the best possible patient experience is achieved by handling patient inquiries and communications clearly and efficiently
- Develops a staff training and orientation program that is patient focused
- Participates in the creation and management of capital and operating budgets
- Creates an environment that values and seeks excellence
- Oversees and guides the Directors of Volunteers, Auxiliary Services, Telephone Services, Interpreter Services, Patient Information and on Duty Administrators in performing their leadership duties, which duties include, but are not limited to:
- Maintaining, coordinating and supervising volunteer activities and services at CCHHS and ensuring that such activities and services are in line with CCHHS policies and procedures
- Ensuring effective communication with medical and nursing staff to learn of individual department needs and to support those departmental needs
- Managing and coordinating the day-to-day operations of the Telecommunications Phone Room Services and the activities and training of CCHHS telecommunication operators
- Ensuring all incoming messages are relayed to the appropriate department(s) or person(s) and screening calls for proper routing
- Developing measures to analyze the work load of telecommunication operators and capacity utilization of network telecommunication components and telephony services to maintain and improve the quality of telecommunication services and systems
- Developing and implementing standards, procedures, and processes for the telecommunications operators
- Providing patient interpretation services and developing policies and programs for interpretation services
- Conducting and or facilitating training to educate employees and managers on how to



Typical Duties

- recognize and accommodate patients that need interpretation services
- Working with the Auxiliary to support their business and fund raising efforts and providing assistance in the management of their business functions and use of the proceeds of fund raising activities
- Mediating disputes or complaints brought by patients, visitors or staff and making every effort to efficiently and fairly resolve such problems, issues or concerns that are presented
- Conducting surveillance in the form of periodic walks or rounds of core areas of the complex to ensure compliance with environmental safety standards, sanitation, security and comfort
- Monitoring operations focusing on eliminating issues that may cause overcrowding, reducing wait time and enhancing the comfort level of patients
- Utilizing available resources and manpower to maintain normalcy and continued patient care and delivery of vital services
- Performs other duties as assigned

Reporting Relationship

The Director of Support Services reports to the Chief Operating Officer, Stroger Hospital and Central Campus.

Minimum Qualifications

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of administrative work experience in a health care or hospital environment; or
- Three (3) years of administrative work experience in a health care or hospital environment and one (1) year of supervisory / management experience
- Previous experience managing customer service, patient experience, patient relations or similar area

Preferred Qualifications

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Previous public healthcare system experience

Knowledge, Skills, Abilities and Other Characteristics

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body and community organizations
- Creative problem solver, who can manage conflict effectively and in an objective manner, is



Knowledge, Skills, Abilities and Other Characteristics

energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization

- Knowledge of applicable Federal, State and local laws and regulations related to the healthcare industry
- Knowledge and experience with hospital accreditation and regulatory requirements
- Sensitivity and respectful in caring for patients and in dealing with clients of diverse backgrounds
- Excellent conflict resolution and negotiation skills
- Experience in a volunteer agency or in organizing volunteers

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.