

County of Cook

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



Job Code: 8071
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE

Executive Director of Clinical Shared Services

DEPARTMENT

Administration

Job Summary

The Executive Director of Clinical Shared Services reports directly to the Chief of Clinical Integration. This position directs the provision of clinical services to support the Cook County Health & Hospitals System (CCHHS), the business units: Inpatient Services, Outpatient Services and Managed Care — its “internal customers” — to set service standards, stream-line end-to-end processes, and monitor and improve service quality through both clinical and non-clinical services. This customer-focused governance approach will align service cost, scope, and quality with business needs focusing on improving operations at all levels of the organization.

This position is exempt from career service under the CCHHS Personnel Rules.

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHHS' 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

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

Typical Duties (continued)

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

- Work collaboratively with clinical and non-clinical directors and liaison with the finance and IT departments to meeting financial management information needs
- Examines financial and non-financial reports and analyzes the impact of actual and/or proposed operational changes in meeting health system initiatives
- Will interact with areas of oversight to develop their financial skills regarding budget development and ongoing productivity and financial management
- Collaborates with internal business partners to identify requirements and develop sourcing solutions by providing category expertise, market conditions, industry trends, product knowledge, benchmarking, and emerging supply options
- Responsible for directing the activities of certain shared services including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Consults with business units to ensure plans and solutions fully exploit technology and employ industry recognized best practices and benchmarks to meet customer expectations and business goals
- Exercises customer relationship management by knowing who to influence, how to influence, and when to influence across the enterprise
- Manages employee performance and facilitates professional development and career progression
- Provides coaching and feedback to ensure the adherence to business processes and procedures that lead to optimum

Reporting Relationships

The Executive Director of Clinical Shared Services reports to the Chief of Clinical Integration.

Required Minimum Qualifications

- Master's in Public Health, MBA or MA
- Three (3) years management experience preferably in a large health care system
- Five (5) years of results-proven skills and experience in business process sourcing, procedure, improvement methodologies, key process performance indicator (KPI) set up and analysis, customer relationship management, supplier management, or related field

Preferred Qualifications

- Experience across multiple business areas including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Recent administration experience in hospital operations in a complex health system
- Experience in improving organizational performance through the use of “lean” principles
- Understanding of the interaction between fiscal concerns, regulatory compliance, business operations and patient care is essential
- Strong problem solving and financial analytical skills coupled with excellent organizational, and exceptional oral and written communication and customer service proficiency
- Strong knowledge and understanding of productivity management systems, budget management and operational performance improvement

Knowledge, Skills, Abilities and Other Characteristics

- Excellent analytical, written and oral communications skills
- Ability to work effectively as part of a multidisciplinary team
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills
- Ability to establish strong working relationships and to communicate effectively
- 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)
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Ability to work under pressure and willingness to travel throughout Cook County

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:

Dr. John Jay Shannon
Chief Executive Officer

Date

Approval:

Gladys Lopez
Chief Human Resources Officer

Date