

County of Cook

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



Job Code: 8086
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE

Senior Director of Imaging Services

DEPARTMENT

Radiology Administration

Job Summary

Under the direction of the Chief Operating Officer of Hospital Based Services and Medical Department Chair of Radiology, the Senior Director of Imaging Services serves as the director over the division of Imaging Services for the Cook County Health and Hospitals System (CCHHS) to ensure the service provided complies with established CCHHS policies. The Senior Director of Imaging Services is responsible for the overall direction, coordination and operation of CCHHS inpatient (hospital based) and outpatient (ambulatory) imaging departments and programs to include all administrative, technical and clerical operations to ensure quality, access and budget goals are achieved. In addition, the Senior Director of Imaging is responsible for maintaining high quality care that is cost-effective and patient/family centered.

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 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

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

- Performs ongoing community needs assessment and target market analysis for imaging program/service opportunities that allow CCHHS to respond competitively
- Assists the management teams of Imaging Service in meeting clinical needs of the physicians, staff and members in the delivery of current programs and the planning, development, and implementation of new imaging programs/services. Supports management in the effectiveness and efficiency of the programs/services through preparation of operational dashboards
- Develops imaging benchmarking tool(s) to track and evaluate productivity
- Establishes and maintain collaborative relationships with all imaging clinical staff, departments and divisions of the hospitals
- Works cooperatively with other clinical and administrative departments as necessary to develop goals and objectives that align with the overall hospital goals and objectives
- Supports management in the daily operations of the department to determine appropriate levels of staffing required to deliver imaging services, develop patient-centric scheduling and monitor the patient experience throughout the visit
- Performs ongoing assessment of the physical plant and equipment in relation to compliance with safety and regulatory standards and ensures the environment of care contributes to patient satisfaction
- Responsible for imaging department budget preparation while identifying and implementing opportunities for financial benefits to CCHHS
- Understands and complies with bargaining agreements and works with the managers to manage union employees and supervisors
- Participates and oversees the resolution of human resource, labor relations, employee and department safety issues
- Develops and implements a plan for equipment procurement, maintenance, certification and replacement. Keeps abreast of new developments in diagnostic imaging technology and makes recommendations on the acquisition and implementation of new technology
- Ensures adherence to state and federal rules and regulations on safety and quality assurance programs

Typical Duties (continued)

- Ensures compliance with Joint Commission, federal and state agencies; including Cook County
- Monitors staff performance and participates in the development of competencies, performance standards and imaging protocols for the department
- Keeps abreast of new developments in diagnostic imaging technology and makes recommendations on the acquisition and implementation of new technology
- Maintains and updates annual training, licenses, certifications, registrations for all department staff

Reporting Relationship

The Senior Director of Imaging Services reports to the Chief Operating Officer, Hospital Based Services.

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Active technical certification by the American Registry of Radiologic Technologists (ARRT), or equivalent subspecialty certification of a relevant accrediting body including, but not limited to, a Registered Diagnostic Medical Sonographer (RDMS), Certified Nuclear Medicine Technologist (CNMT), an Registered Nurse with an advanced ARRT CV or VI Certification
- Four (4) years of Director level experience in an imaging department
- Strong background in Imaging Services administration
- Working knowledge and experience in a high volume imaging department

Preferred Qualifications

- Master's Degree from an accredited college or university

Knowledge, Skills, Abilities and Other Characteristics

- Prior knowledge of regulations and provisions as they relate to the application of Radiologic technology
- Knowledge and experience with hospital accreditation and regulatory requirements
- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Effective interpersonal and negotiating skills
- Excellent conflict resolution and negotiation skills
- Strong delegation skills and the ability to hold subordinates accountable
- Ability to use sound judgment and make sound decisions
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization

Knowledge, Skills, Abilities and Other Characteristics (continued)

- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Experience in a volunteer agency or in organizing volunteers

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