

County of Cook

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



Job Code: 8087
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE

Chief Operating Officer, Correctional Health Services

DEPARTMENT

Cermak Health Services

Job Summary

Under general supervision of the Deputy Chief Executive Officer, Operations and in collaboration with the clinical and medical leadership of Cermak Health Services, and other members of the Cook County Health & Hospitals System (CCHHS) senior leadership team, plans, directs, facilitates, coordinates and administers all phases of the delivery of health care services at the Cook County Department of Corrections', implements and enforces the policies and procedures of the Cook County Board of Commissioners and participates in the formulation of policy and procedures, and performs other duties as required.

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

- Informs the Deputy CEO, Operations on all relevant issues and information regarding the delivery of health services at the Cook County Department of Corrections
- Implements and enforces all the Cook County Board resolutions regarding general administration, personnel, budget, and purchasing. Directs and coordinates the overall planning and administration of the health care services provided on the grounds of the Cook County Department of Corrections (CCDOC) and the Juvenile Temporary Detention Center (JTDC) complex
- Ensures there is continuing supervision of all Cermak employees. Interprets administrative policies, union contracts and regulation to employees and management staff. Investigates causes of disputes and grievances and implements corrective actions
- Confers with staff to formulate and establish policies and procedures relative to the delivery of the medical, psychiatric and dental health care services at the CCDOC
- Directs the daily operation of Cermak in the areas of health care delivery, purchasing and materials management, personnel administration, fiscal management, budget preparation and control, health care planning and systems development, and other administrative areas as requested
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Represents management in grievances and discharge hearings of employees
- Provides a means of informing employees of hospital activities and administers policies by means of handbooks, and other communication tools, e.g. bulletin boards and other media
- Confers with the Executive Director of the Cook County Department of Corrections and his designees regarding the enforcement, formulation, or revision of policies and procedures affecting correctional administration as it pertains to the detainees' access to health care services and Cermak/CCDOC staff relationships
- Provides the administrative support necessary to enable quality health care services to be provided to all detainees, consistent with all rules and regulations under the jurisdiction of the Department of Justice and Department of Corrections, or other accreditation or oversight agency
- Participates in Bureau wide meetings and committees
- May appear before the CCHHS Board of Directors, or other governing bodies, and its subcommittees to provide pertinent information on Cermak issues or responds to questions or request for information
- Represent Cermak at various meetings, committees and conferences
- Ensures Department Heads participate in interdisciplinary collaboration activities

Reporting Relationships

The Chief Operating Officer, Correctional Health Services reports to the Deputy Chief Executive Officer, Operations.

Required Minimum Qualifications

- Master's Degree in Business, Hospital or Public Administration, Public Health, Business Administration or a related field
- Five (5) years of progressive supervisory or managerial experience, in health or hospital administration

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Experience assessing programs, evaluating organizational needs, designing process changes, and successfully implementing changes to process flow and patient care
- Thorough knowledge of the principles and practices of healthcare administration
- Proactively meets challenges and achieves solutions through collaboration. Promotes collaboration while working to achieve collective outcomes; is inclusive of peers and/or key stakeholders when making decisions that affect operations
- Maintains a commitment to quality and service in all aspects of his/her work, and strives for continuous organizational improvement
- Demonstrated success in operations improvement efforts, cost management initiatives, and health system development and management
- Experience working with physicians, nurses, technicians, and other clinicians
- Has a strong performance orientation and thinks strategically
- Establishes clear expectations, and continuously measures performance
- Maintains focus on priorities
- Has a highly organized, self-directed approach to work
- Follows through on commitments and manages expectations
- Is customer focus and delivers on commitments
- Is a dynamic, highly motivated, results-oriented individual who generates innovative and progressive ideas
- Operates well in a shared decision-making culture, and is successful in a fast-paced professional environment that requires the ability to handle multiple tasks and lend attention to detail
- Thinks critically, works efficiently, and acts responsibly in a collaborative environment with multiple work demands and short time frames
- Demonstrated ability to motivate and empower employees in an interdisciplinary fashion to achieve optimal health care outcomes in a cost efficient manner
- Is a systems thinker who looks for patterns, identifies problems or opportunities, and takes action
- Works effectively across functions and services
- Highly diversified work requiring significant mental effort and planning

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