

# County of Cook

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



Job Code: 8096  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Specialty Clinics, Ambulatory Services

### DEPARTMENT

Ambulatory Services

### Job Summary

Under the direction of the Chief Operating Officer, Ambulatory Services, the Director of Specialty Clinics, Ambulatory Services is a key member of the Specialty Care leadership team fulfilling the total care initiatives of the Cook County Health & Hospitals System (CCHHS) Ambulatory organization. The Director of Specialty Clinics ultimately ensures all medical services offered through the specialty care are accessible, effective and efficient, as well as in accordance with established CCHHS protocol and standards of care.

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

##### 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

## **Typical Duties (continued)**

### 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**

- Ensures Specialty Care medical services meet the mission of the CCHHS Ambulatory care model; are high quality, multidisciplinary, comprehensive, coordinated, culturally sensitive, accessible, and delivered in a manner that enhances the total patient care experience
- Oversees and directs ambulatory-based physicians and mid-level practitioners who deliver medical services at the clinics
- Works collaboratively with the Directors of Regional Operations to ensure ease of access to care and patient follow through
- Provides feedback to Medical department Chairs and the Director of Operations. In cooperation with peer Directors establishes and monitors Specialty Clinic fiscal and utilization objectives. Works with clinic leadership to prepare annual operating budgets
- Assure compliance with appropriate regulatory, accrediting and credentialing/privileging standards
- Recommends appropriate staffing levels to meet patient care needs within set budgetary parameters
- Participates in creating the information infrastructure that will support proper analysis of clinical and financial data
- Makes recommendations for more efficient and cost effective delivery of care based on report analysis
- Maintains knowledge of relevant Joint Commission standards and guidelines as well as clinical standards for federal programs and state licensure agreements
- Collaborates in developing and assuring compliance with policies and procedures related to Joint Commission and other accrediting and licensing agency guidelines and requirements for all services offered at Specialty Care clinics
- Works with Quality and Risk Management to improve patient safety. Participates in ongoing quality improvement by developing, implementing and supporting organizational performance improvement and patient safety initiatives
- Represents Specialty Care interests on assigned internal/external committees, task forces, commissions, agencies and promotional or public relations efforts for CCHHS primary care clinical affairs
- Identifies barriers to efficient patient care and works with Specialty care and Clinic Cluster Directors to overcome barriers

### **Reporting Relationships**

The Director of Specialty Clinics, Ambulatory Services reports to the Chief Operating Officer, Ambulatory Services.

### **Required 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**

- Strong interpersonal skills
- Ability to establish strong working relationships and to communicate effectively with Ambulatory care leadership team, primary care site leaders, Specialty Care and PMH physicians and clinicians, behavioral health team members, patients and families
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- 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)

### **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:

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Debra Carey  
Chief Operating Officer, Ambulatory Services

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Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

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Date