



Job Code: 8096

Grade: 24

HCWR: Exempt

Job Title

Director of Specialty Clinics, Ambulatory Services

Department

Ambulatory Services

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

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.

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

- 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



Typical Duties

Directors to overcome barriers

Reporting Relationship

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

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 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.