

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



Job Code: 8105
Grade: 24

Standard Job Description

Job Title
Director of Complex Care Coordination

Department
Ambulatory Care Coordination

Job Summary

The Director of Complex Care Coordination is responsible for development, administration and management for Cook County Health & Hospitals Systems (CCHHS) Complex Care Coordination programs. Responsibilities include oversight of care coordination managers, representing care coordination at internal and external stakeholder meetings and aligning program operations with best practices, accreditation and contractual requirements and applicable laws and regulations. The Director is responsible for assuring the appropriateness and effectiveness of care coordination.

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

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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCHHS management policies and practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCHHS staff and CCHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure

General Administrative Responsibilities continued

- 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

- Provides oversight for the care coordination program development and design; measures outcomes to ensure they meet all contractual requirements and accreditation standards that are consistent with care coordination best practices and reflects the needs of the Enrollee population.
- Leads a complex care coordination management team.
- Manages the program to achieve outcomes within budgetary parameters and available resources.
- Supports and monitors the Manager of Complex Care Coordination to administer care coordination in an appropriate and effective manner.
- Monitors compliance with regulations including State and Federal guidelines ensuring implementation of regulatory changes.
- Supports the achievement of milestones and targets for care coordination that are outlined in the CCHHS strategic plan.
- Uses existing or develops new data sources to support decision making, program planning and care coordination evaluation.
- Provides direction and support for the Ambulatory Care Coordination Committee.
- Identifies best practices through expert panels and literature reviews to support efficient resource utilization and community resources.
- Works to achieve and/or maintain National Committee for Quality Assurance (NCQA) accreditation for CCHHS care coordination activities.
- Develops quality assurance reports; makes changes in response to, as needed.
- Supports managed care organization (MCO) contractual requirements such as gaps in care, admissions for active care coordination cases, ED, reports, etc. as appropriate.
- Serves as a CCHHS representative to work with external entities such as community groups, payers and stakeholders.
- Collaborates with CCHHS leadership and staff to ensure departmental/organizational goals are achieved.
- Travels to the home of Enrollees or their sites of care.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Chief Operating Officer, Integrated Care Services

Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois
- Master's degree in Nursing, Public Health, or Business Administration from an accredited college or university
- Five (5) years of progressive management work experience managing multi-disciplinary teams

Minimum Qualifications continued

- Two (2) years of work experience in a managed care environment, i.e. a medical group that accepts risks or care coordination/utilization management for a payer or on behalf of a payer.
- Two (2) years of work experience working with a culturally and economically diverse population. Examples might include working at health care organizations dedicated to the underserved or a community based organization
- Valid Illinois Driver’s license and mandatory vehicle insurance as required in the State of Illinois (In accordance with the Code of Ordinances of Cook County, Illinois codified through Ordinance No. 16-0692, enacted February 10, 2016 (Supp. No. 32) § Sec. 2-673)

Knowledge, Skills, Abilities and Other Characteristics

- In-depth knowledge of publically funded programs such as Medicaid, Medicare and accreditation standards
- Knowledge of SharePoint software
- Knowledge of Microsoft Office
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Ability to successfully manage a budget, achieve goals and present data to support effective operations.
- Ability to assist teams to respond positively to change

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.

Approval:

Mary Sajdak Chief Operating Officer, Integrated Care Services	Date
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Approval:

Barbara Pryor Deputy Chief of Human Resources	Date
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