

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



Job Code: 8113
Grade: 24

Standard Job Description

Job Title
Director of Rehabilitation Services

Department
Physical Therapy-Main

Job Summary

Under the general direction of the Cook County Health & Hospitals System (CCHHS) Chief Operating Officer, Stroger Hospital and Central Campus, the Director of Rehabilitation Services executes administrative directives, provides the Physical Therapy Department leadership, is responsible for and oversees the operations and services at all CCHHS facilities for Physical Therapy (PT), Occupational Therapy (OT), Speech Language Pathology (SLP) and Audiology (AU). General responsibilities include: financial management, planning and development of operations, staff and clinical programs to ensure high quality, consistent, efficient and effective Rehabilitation Therapy operations throughout CCHHS. Disseminates a shared vision, mission, goals and values for the Physical Therapy Department that is consistent with the mission, vision, values and strategic initiatives of CCHHS.

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

General Administrative Responsibilities continued

- Discuss and develop CCHHS system policy and procedure
- 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

- Develops an operational plan to incorporate goals and objectives that work towards the strategic direction of the organization and department; works to identify operational issues, seeks corrective strategies, and implements solutions
- Promotes program development and participates in strategic planning based on internal and external business trends; fosters effective teamwork between Administration and the Director and between the Director and staff
- Oversees the preparation of office/clinical policy and procedure manuals to maintain an effective and cost-efficient operation. Oversees planning, implementation and evaluation of the department's programs, services and special projects; implements data collection procedures, develops and utilizes statistical tools to measure key performance metrics
- Identifies, assesses, informs and offers remedies to hospital administration of external and internal issues impacting the Rehabilitation Therapy Department operations; keeps administration informed of problems, opportunities, trends and issues
- Executes administrative directives to ensure department compliance with system policies and procedures to meet productivity and quality standards
- Recommends department managerial and program staffing requirements to Administration; oversees and coordinates staff recruitment and selection
 - Provides leadership to Rehabilitation therapy personnel through modeling expected behaviors, effective objective setting, delegation and communication; conducts staff meetings to disseminate pertinent information
 - Coaches and mentors staff to improve performance; organizes periodic staff evaluations, performs evaluations of direct subordinates and reviews and approves all other staff performance evaluations with evaluators; ensures new hire onboarding; maintains a competent and effective managerial staff; creates a positive work environment
- Oversees planning, implementation and evaluation of the department's programs, services and special projects; implements data collection procedures, develops and utilizes statistical tools to measure key performance metrics on a periodic basis
 - Monitors day-to-day delivery of services and programs to maintain or improve patient care quality
 - Organizes, plans, and prioritizes work; monitors and ensures clinical care is provided in accordance with established standards of practice, department policies and procedures, regulatory compliance and productivity standards
- Develops annual operating and capital budgets to ensure department compliance with financial policies and procedures related to expenditures; maintains accurate and complete financial, statistical and accounting records of the department; monitors patient billing to facilitate revenue enhancement

Typical Duties continued

- Develops and manages durable medical equipment supply and service contracts and contract agency staff contracts; oversees procurement of department office and clinical supplies through Purchasing Department contracts; oversees business operations of external vendors and agencies
- Serves as a backup and direct patient care in area of clinical licensure/ expertise for backup and/or in extenuating circumstances where urgent care cannot be delegated:
 - Selects and administers appropriate tests to conduct patient assessments
 - Identifies individualized goals for patients to establish therapy programs to fit the particular disorder of each patient
 - Carries out treatment plans
 - Monitors and evaluates patient progress to make necessary modifications in treatment plan. Prepares written progress and evaluation reports
- Must be able to travel throughout Cook County
- Hires, trains, develops, monitors, and evaluates performance of staff. Reviews and recommends personnel actions for approval
- Performs other duties as might be assigned

Reporting Relationships

Reports to the Chief Operating Officer, Stroger Hospital and Central Campus

Minimum Qualifications

- Bachelor's degree or higher in Physical Therapy from an accredited program with current licensure in good standing as a Physical Therapist in the State of Illinois (Master's degree in Physical Therapy required for new students enrolled on/during 1/1/2002-12/31/2014)
(Doctorate degree in Physical Therapy required for new students enrolled on/after 1/1/2015)
OR
Bachelor's degree or higher in Occupational Therapy from an accredited program with current licensure in good standing as an Occupational Therapist in the State of Illinois. (Master's degree in Occupational Therapy required for new students enrolled on/after 1/2/2008)
OR
Masters of Science or higher degree in Speech Language Pathology from an accredited program with current licensure in good standing as a Speech Language Pathologist in the State of Illinois. Must possess a Certificate of Clinical Competence in Speech Language Pathology (CCC-SLP) from the American Speech Language and Hearing Association
- Seven (7) years of experience in clinical area of expertise with at least two (2) years of experience in an acute care facility and one (1) year of experience in an outpatient or rehabilitation facility
- Five (5) years management experience in a health care setting
- One (1) year of business experience with primary responsibility for budgets, contracts, payroll, bookkeeping and financial management
- Active Cardiopulmonary Resuscitation (CPR) certification
- Proficiency in Microsoft Office Suite (Access, Excel, Outlook, Power Point and Word)
- Must be able to travel throughout Cook County
- May be required to work additional hours in order to meet operational needs

Preferred Qualifications

- Two (2) years of experience in clinical area of expertise in a Level I Trauma Center/Teaching Hospital Environment and one (1) year or more in an outpatient facility
- Collaborative work experience with four Rehabilitation professionals (OT, SLP, PT, Audiology)
- Experience managing/supervising in a unionized workforce
- Basic knowledge of health regulatory agency and professional clinical organization requirements: Illinois Department Public Health (IDPH), Illinois Department of Professional Regulation (IDPR), Joint Accreditation Commission of Hospital Organizations (JACHO), American Disabilities Act (ADA), Occupational Safety Health Organization (OSHA), Health Insurance Portability Accountability Act) HIPAA, American Speech Language and Hearing Association, (ASHA), American Occupational Therapy Association (AOTA), American Physical Therapy Association (APTA)
- Basic knowledge of therapy billing requirements: Center Medicare and Medicaid Services (CMS), Health care and Family Services (HFS), Current Procedural Terminology (CPT) International Classification of Disease (ICD) coding

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Microsoft Office Suite (Access, Excel, Outlook, PowerPoint and Word)
- Advanced knowledge of therapy treatment methods, techniques and equipment applicable to a Rehabilitation division
- Advanced verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Advanced program development, management, and leadership skills
- Strong customer service and empathy skills
- Effective leadership and persuasion skills
- Advanced time management, efficiency and organization skills
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to direct and coordinate the application of manpower and resources
- Ability to perform accurate and reliable mathematical and budget estimates
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged

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:

Debra Carey
Deputy Chief Executive Officer, Operations

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date