

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



Job Code: 8122  
Grade: 24

### Standard Job Description

**Job Title**  
Senior Director of Network Management

**Department**  
Administration

#### **Job Summary**

Manages physician and hospital contracting; network development and provider service functions for developing and executing a provider network strategy supporting Cook County Health & Hospitals System (CCHHS). Works in concert with medical management, sales, and finance developing actions to meet market growth and medical cost targets.

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
- 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**

- Manages physician and hospital contracting, network development and provider service functions for developing and executing a provider network strategy supporting CCHHS.
- Assists in the training, development, and oversight network development staff.
- Works with multiple departments developing actions to meet market growth and medical cost targets.
- Builds a comprehensive network strategy to support market growth and medical cost targets to include service area expansion and new product launch.
- Negotiates managed care contracts with physicians, hospitals, and ancillary services on both a fee for service and risk basis.
- Analyzes cost and utilization data to develop specific actions to manage medical cost trend.
- Develops practices to educate and assist risk partners in managing financial risk.
- Performs other duties as assigned or directed.

## **Reporting Relationships**

Reports to the Executive Director of Network Management

## **Minimum Qualifications**

- Bachelor's degree from an accredited college or university.
- Eight (8) years of work experience in a healthcare environment.
- Five (5) years of experience in managed care provider/hospital/ancillary contracting and network development.
- Three (3) years Medicaid managed care experience, provider contracting and network development.
- Five (5) years of management experience.
- Intermediate proficiency using Microsoft Office.

## **Preferred Qualifications**

- Master's degree from an accredited college or university.
- Eight (8) years of work experience in the healthcare sector at a managed care or Preferred Provider Organization (PPO).

## **Knowledge, Skills, Abilities and Other Characteristics**

- Strong knowledge of regulatory requirements concerning Medicare, Medicaid and commercial health insurance. Superior negotiation and customer service skills.
- 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.
- Strong negotiation and customer service skills.
- Excellent analytical skills including ability to identify unusual variation in medical costs and to assess impact of change.
- Demonstrated leadership to implement change and drive business results.
- Strong people management and facilitative skills.
- Intermediate computer skills.
- Able to clearly present information orally and/or influence others through oral presentation in positive or negative circumstances.
- Able to write effectively and to extract information from written materials.
- Able to work with people in such a manner as to build up high morale and obtain group commitments to goals and objectives.

**Knowledge, Skills, Abilities and Other Characteristics continued**

- Able to organize or schedule people or tasks; to develop action plans leading to specific goals and to plan effectively.
- Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to profitable and rewarding objectives.
- Able to take action in solving problems while exhibiting judgment and a systematic approach to decision making; to identify the important dimensions of a problem, determine potential causes, obtain relevant information, and specify alternate solutions.
- Ability to push/pull up to 20 lbs.
- Ability to use computer screen and keyboard

**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:

\_\_\_\_\_ Date  
James Kiamos  
Chief Executive Officer, Managed Care

Approval:

\_\_\_\_\_ Date  
Barbara Pryor  
Deputy Chief of Human Resources