



Job Code: 8133

Grade: 24

HCWR: N

Job Title

Director of Systems and Operations in Nursing

Department

Nursing Administration

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

Job Summary

The Director of Systems and Operations in Nursing functions as an administrator, educator, coach and consultant utilizing management theory in collaboration with other services. Supports the Chief Nursing Executive (CNE) in leading the operational, financial, and administrative activities of Cook County Health (CCH). This position will be responsible for providing analysis of external and internal nursing operations data to support the Chief Nursing Executive and Nursing Leaders in decision-making with regard to Nursing Strategic direction and approaches to carrying out the plan. Must establish and maintain effective relationships with all levels of the facility's personnel and relate effectively with patients, families, staff and the community as well as program and service leaders of CCH and other affiliates of CCH as needed. Key relationships with staff are needed to (1) Assist divisional directors, nurse managers and advanced nurse practitioners to carry out the functions and activities expected of them, (2) Contribute ideas and recommendations for the establishment of standards of care, policies, and objectives for the enhancement of patient care services, (3) Assist in policy-making activities as related to customer service and the overall functioning of administrative and clinical programs, and (4) Collaborate with other health care staff to establish and maintain programs that cross service and/or discipline lines and influence organizational mission and health 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

- Directs and manages System wide finance and operations for nursing. Establishes and manages productivity systems.
- Develops, implements, and manages patient care delivery systems and processes to support safe, efficient, high quality, and cost-effective nursing operations
- Develops strategic plans and business plans to support capital funding to ensure operations are efficient and effective and meet the needs of the CCH system and the market.
- Monitors operational standards using metrics and benchmarks providing ongoing feedback and educational training
- Builds and leads strong teams by identifying staffing and talent needs, attracting, retaining and developing talent, managing performance, and fostering high levels of employment engagement
- Supports CCH System leadership and other partners in the development and execution of business plans for Nursing Services
- Interprets and ensures compliance with standards of accrediting and licensing bodies in areas of responsibility
- Leads projects, chairs and/or participates in hospital committees and meetings as assigned
- Analyzes, manages, and produces reports on Nursing productivity
- Reviews time and attendance records, gathers data, and submits identifies any patterns of inconsistencies
- Establishes and maintains an effective organizational structure that is consistent with CCHs' vision and needs
- Participants in regulatory and accreditation efforts
- Participates in monthly and annual budget preparation and is responsible for monitoring and controlling expenditures
- Works with Professional Development staff to establish performance standards for assessment/reassessment of staff competency
- Develops nursing productivity reports and provides training and support to nursing leadership team
- Maintains open and collaborative relationships with leadership and peers across the CCH
- Completes special projects
- Performs other duties as assigned



Typical Duties

- Environmental Scanning and Research
- Identifies data that can be obtained internally by the CCH business intelligence area to accurately respond to key questions and effectively portray the CCH position
- Assists Nursing Leadership in identifying and obtaining the right information that specifically and correctly addressed their questions and inquiries
- Analysis
- Tracks and trends internal and external data to highlight patterns or changes that advance nursing leadership knowledge or that require leadership intervention
- Provides input for planning initiatives, providing data and analysis to promote well-supported planning activity
- Presentation of Information
- Creates lucid, engaging, logical presentations that convey coherent messages and respond directly to the need by decision makers for well-supported analysis, assuring the conclusions are clear and emerge directly from the data presented
- Presents slides and materials in an attractive way to facilitate understanding and use
- Provides the right level of information and analysis as appropriate to the need of varied audiences, with presentations that demonstrate sensitivity to the potential uses of the information and analysis
- Maintains an internal customer service orientation toward supplying, explaining and interpreting information, while also pro-actively presenting analysis that informs and enlightens

Reporting Relationship

Reports to Chief Nursing Executive

Minimum Qualifications

- Master's Degree in Health Administration, Public Health, and/or Business Administration
- Five (5) years of relevant and progressive administrative/management experience in a complex healthcare environment
- Three (3) years of experience in quality assurance and resource management conducting data analysis, creating reports, and making recommendations
- Intermediate proficiency utilizing Microsoft Office
- In-depth knowledge of operational and management systems
- Demonstrated ability to achieve results on both strategic and operational level

Preferred Qualifications

- Previous experience working with organized labor

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrate excellent written and oral communication skills, including speaking in front of groups
- Demonstrate knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Demonstrate knowledge of current leadership, management, and quality improvement



Knowledge, Skills, Abilities and Other Characteristics

concepts and practices

- Demonstrate ability to effectively lead and manage change
- Demonstrate competence in coaching and mentoring for leadership development of direct reports

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.