



Job Code: 8134

Grade: 24

HCWR: N

Job Title

Senior Director of Care Coordination

Department

Nursing Administration

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

Job Summary

The Senior Director of Care Coordination is responsible for the performance and outcomes of multiple care coordination teams that provide service to managed care members, Cook County Health (CCH) patients and those identified as being at risk due to either social, medical or behavioral conditions. The multi-disciplinary care coordination team provides coaching, advocacy, and navigation services for those who are justice-involved, homeless, affected by severe mental health issues as well as substance use disorder, medically frail or challenged by social determinants. Through staff optimization, effective technology and support partnerships, the Senior Director of Care Coordination supports the clients and stakeholders to improve patient perception of health, quality and optimization of outcomes and achievement of system, contractual and departmental objectives through the coordination of team members' activities.

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

- Creates a vision for the department that is consistent with Cook County Health's mission, vision and strategic plans.
- Manages the change to work flow technology requirements due to modifications to contractual requirements, accreditation standards, and care coordination best practices.
- Organizes or configures work force to support the achievement of departmental goals and objectives. Leverages the skills and abilities of staff to achieve departmental objectives.
- Supports the acquisition of knowledge and skills among direct reports, models appropriate leadership behavior.
- Reviews program performance through objective and subjective data, bases program/process design and staffing decisions based on data. Develops plans to improve program performance if required.
- Manages the technology platform to assure compliance with program requirements, support staff productivity and support reporting requirements.
- Configures programmatic resources to supports service provision that is in alignment with contractual and accreditation requirements.
- Assesses population characteristics annually and completes a gap analysis between identified needs, existing services and partnerships.
- Communicates effectively with key internal and external stakeholders to describe the scope, impact and optimum interface with care coordination.
- Builds coalitions both internally and externally with other departments and community partners.
- Responsible for the success of the waiver and non-waiver care coordination programs.
- Uses multiple approaches to identify opportunities to improve the patient/member experience and quality and positively impact overall cost.
- Adheres to all contractual accreditation and CCH requirements.
- Maintains an in-depth knowledge of contractual, accreditation, CCH policy and regulatory requirements.
- Supports grant funded activities through staff organization and participation in related activities.
- Provides coaching and mentoring to direct reports to promote skill development.
- Integrates relevant quantitative and qualitative data to support operations and continuous



Typical Duties

- program improvement.
- Presents to diverse audiences both orally and in writing to effectively find areas of commonality and demonstrate an awareness of others' needs.
- Participates in the interviews, hiring, and development and staff.
- Completes projects on time and within budgetary parameters identified.
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Nursing Executive

Minimum Qualifications

- Master's degree in nursing, social work or public health or undergraduate clinical degree with an MBA from an accredited college or university
- Seven (7) years of successful program management experience
- Five (5) years of direct service or program administration for underserved populations
- Two (2) years of experience managing a multi-disciplinary workforce
- Two (2) years of Managed Care experience
- One (1) year of experience with audits, surveys, or accreditation preparation experience. (HSAG, NCQA, Health plan)

Preferred Qualifications

- Process improvement experience, i.e., Quality Improvement
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of trauma informed care, impact on social determinants on ability of membership to engage and self-manage
- Knowledge and proficiency in Microsoft Office applications as well as care coordination software
- Knowledge of collective bargaining agreements and impact on workforce
- 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
- Excellent program development, management and leadership skills
- Ability to manage competing priorities and meet deadlines
- Ability to provide clear and informative presentations to a diverse audience (i.e., physicians, community based organizations, executive leadership)
- Ability to incorporate diverse points of view and data to arrive at conclusion
- Ability to support program development and enhancement in the face of ambiguity
- Ability to assess program performance and incorporate knowledge into improving program performance
- Ability to support effective teams
- Ability to present to multiple types of stakeholders



Knowledge, Skills, Abilities and Other Characteristics

- Ability to maximally organize resources to meet objectives
- Ability to review reports and develop action steps based on information presented
- Ability to prioritize, plan and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Demonstrates attention to detail, accuracy and precision
- Demonstrates commitment to the population served at CCH

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.