



**Job Code:** 8136

**Grade:** 24

**HCWR:** N

**Job Title**

Nursing Director of Staffing & Workforce  
Management

**Department**

Nursing Administration

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

**Job Summary**

The Nursing Director of Staffing & Workforce Management (Director) is responsible for providing clinical and operational direction and leadership for effective management of nurse scheduling system and staffing resources system-wide. The Director executes leadership that is characterized by substantial and continuous responsibility and accountability for population groups or integrated programs that cross service and/or discipline lines, influence organizational mission and health care, and responsibility for outcomes. This position will be responsible for patient flow and staffing initiatives for efficient use of nursing resources throughout Cook County Health (CCH). The position will consult with other nurse leaders to improve staffing resources and will oversee the Nursing Staffing/Scheduling Office. This position will provide direction to the nursing and support staff across CCH. This role will be responsible for building a flexible system-wide staffing plan to optimize costs for safe quality patient care. This position establishes and maintain effective relationships with all levels of the facility's personnel and relate effectively with patients, families, staff and the community. This role works closely with the Chief Nursing Officer (CNO) to develop, implement, and maintain strategic staffing initiatives for nursing workforce utilization. This role will monitor and trend nursing workforce metrics to for efficient management and utilization of nursing staffing resources.

**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**

- Leads the initiative to establish an effective system-wide nurse staffing plan and schedule
- Meets with management to understand staffing model and growth projection
- Develops Nursing staffing policies, procedures and processes to better manage workflow
- Manages the day-to-day operations of the System-wide Staffing Office
- Works with Nursing Leadership regarding staffing and resources to ensure safe quality patient care
- Works collaboratively with Director of Systems and Operations in Nursing in developing staffing projections, managing nursing agency contracts, and to coordinate vacancy levels
- Contributes to quality patient care through membership and active participation in various committees as assigned by the CNO
- Oversees the nursing agency recruitment, onboarding processes and utilization
- Ensures that timely billing timesheets are submitted from the Staffing Office from as departments as related to contract labor
- Assists with the identification, implementation of new programs & services for safe staffing
- Participates in the contract labor process, utilization, and metrics
- Develops and monitors staffing metrics to promote efficient utilization of nursing resources
- Provides strategic and operational leadership for staffing and scheduling technology systems use, build, and integration; Works with Hospital Information Systems to discuss strategies.
- Conducts assessments and develops system-wide nurse staffing and scheduling processes and policies
- Conducts assessment and develops resource utilization best practices to include staffing and workforce development
- Effectively stewards nursing resources to meet budget guidelines to deliver innovative staffing models that promote effective nursing care across the organization
- Serves as a facilitator for the shared decision-making process and provides leadership for utilization of best practice evidence in nurse staffing
- Attends and participates in meetings and conferences, as needed
- Performs other duties as assigned

**Reporting Relationship**



Reports to the Chief Nursing Officer

**Minimum Qualifications**

- Licensed as a Registered Professional Nurse in the State of Illinois or ability to obtain Illinois license within two weeks of starting employment
- Master's Degree or higher in Nursing or related field from an accredited college or university
- Five (5) years of Nursing experience
- Three (3) years of Nursing administrative experience in staffing operations, project management and/or informatics
- Three (3) years of supervisory and/or management experience
- Two (2) years of experience utilizing nursing technology systems to enhance operations.

**Preferred Qualifications**

- Previous experience working with organized labor

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

- Knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Knowledge of current leadership, management, and quality improvement concepts and practices
- 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 prioritize, plan, and organize projects and tasks
- Demonstrate ability to effectively lead and manage change
- Demonstrate attention to detail, accuracy and precision
- 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.**