



Job Code: 8167
Grade: 24
HCWR: N

Job Title
Executive Director of Support Services

Department
Administration

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

Job Summary

The Executive Director, Support Services oversees, directs and coordinates operations for Environmental Services, Patient Transportation, Food & Nutrition, and other support services for John H. Stroger Jr. Hospital at Cook County Health (CCH). Provides leadership to align operations with strategic goals and initiatives. Surveys work areas and monitors operations ensuring compliance and safety standards are met.

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

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

- Oversees and guides the Directors leading Environmental Services, Patient Transportation, Food & Nutrition, and other support services.
- Develops an effective leadership team. Participates in succession planning and supports the educational and professional development opportunities.
- Provides leadership to the staff, establishing a sense of teamwork toward the realization of the system's goals.
- Develops and fosters effective collaboration to ensure an integrated approach to providing services.
- Reviews and evaluates existing programs, services, policies and procedures and identifies and addresses areas for quality improvement.
- Develops both long- and short-term objectives consistent with CCH goals.
- In partnership with the executive and senior leadership, provides leadership to help reduce cost/increase revenue, enhance outcomes, improve efficiencies, and achieve high patient satisfaction.
- In collaboration with department leaders, works to operationalize and integrate information technology solutions.
- Participates in the creation and management of capital and operating budgets.
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCH.
- Commits and contributes to a culture of diversity and inclusion.
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Hospital Executive

Minimum Qualifications

- Bachelor's Degree or higher from an accredited college or university
- Five (5) years of experience in healthcare operations, business operations, or project management
- Three (3) years of management and/or supervisory experience
- Prior experience with budget management and oversight

Preferred Qualifications

- Master's Degree from an accredited college or university
- Prior experience with a unionized workforce
- Previous public healthcare system experience
- Lean Six Sigma Training or Certification

Knowledge, Skills, Abilities and Other Characteristics

- 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



Knowledge, Skills, Abilities and Other Characteristics

- Analytical/problem solving skills
- Extensive and strong project management skills
- Strong interpersonal skills: for building relationships with internal and external clients at all levels of the organization
- Strong attention to detail, accuracy and precision
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Flexibility and adaptability in performing work duties, managing multiple and competing priorities and coordinating diversified efforts
- Ability to exercise discretion and make wise decisions during crises or emergency situations
- Ability to lead organization wide culture change, organizational restructuring and operational process improvement efforts

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.