



Job Code: 8169
Grade: 24
HCWR: N

Job Title

Director of Administrative Operations

Department

Medical Administration

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

Job Summary

The Director of Administrative Operations provides high level administrative support to the Chief Medical Officer (CMO), the Department of Medical Administration and the clinical departments across Cook County Health (CCH). The position will be responsible for owning and maintaining key Medical Administration processes, forms, and tools and to drive continuous improvement through collaboration with both internal and external stakeholders. Supports key medical administration activities, driving medical excellence and maximizing efficiencies for fundamental operations such as medical governance and compliance. Provides leadership and support to medical department clinical and administrative staff across Cook County Health. Responsible for cultivating a supportive practice culture that strengthens physician leaders, engages all staff through continuous communication and feedback, promotes staff well-being and professional growth, and drives operational and administrative improvements that support timely, effective, and efficient patient care delivery.

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

- Directly responsible for daily administrative functions of the Department's clinical operations, including, but not limited to, budget, finance, and human resource processes.
- Oversees the daily administrative operations and ensures quality, performance and timeliness standards are met. Oversees workflow allocation and troubleshoots any complaints, complex issues and conflicts as required.
- Supervises and trains medical administrative support staff.
- Manages, approves and tracks time and attendance for the CMO's direct reports.
- Oversees the submission and tracking of human resource requisitioning and hiring documents and monitors the progress of hiring processes for all credentialed providers.
- Plans, coordinates and administers activities for the department including developing and implementing related procedures, processes, communications, services and systems to ensure the smooth flow of administrative operations. Acts as a liaison and principal resource on matters related to the department.
- Functions as the administrative liaison between Medical Administration and other clinical and support departments on behalf of the Chief Medical Officer (CMO).
- Interacts with internal and external personnel, including senior management, physicians, visitors, patients, and vendors in matters that may be complex, sensitive and confidential. Independently researches and follows through on a variety of information requests.
- Collaborates and communicates with Medical Leadership, officers and committees of the executive medical staffs and medical staff members regarding administrative updates, priorities and initiatives relevant to CCH physicians and advanced practice providers
- Assists the clinical leadership with development, execution and monitoring of patient satisfaction, employee engagement and related improvement plans.
- Drafts and creates department correspondence for the CMO. Assists with inbox management, prioritization and responsiveness.
- Collects and analyzes information to prepare executive summaries, board presentations and other reports as required.
- Assists with the development, preparation and tracking of the medical staffs' strategic planning initiatives.
- Reviews and recommends space utilization to the CMO as required.
- Responsible for department operational and capital budget preparation while identifying and



Typical Duties

implementing opportunities for financial benefits to CCH. Manages the department's expenditures and monitors the budget status of the CMO's reporting departments on an ongoing basis.

- Serves as a hearing officer and participates with Labor relation activities, when required.
- Participates with all required compliance standards that may be department specific and/or identified by the organizations including in-service training, policies, and procedures. Monitors the timely compliance status of the CMO's reporting departments/staff members.
- Performs other duties and participates in special projects as assigned.

Reporting Relationship

Report to the Chief Medical Officer

Minimum Qualifications

- Master's degree from an accredited college or university with three (3) years of direct healthcare experience working for an executive leader or department head OR Bachelor's degree from an accredited college or university with five (5) years of direct healthcare experience working for an executive leader or department head
- Three (3) or more years of experience supervising, managing, and/or directing staff
- Experience with consolidating budgets for multiple departments, regulatory standards and guidelines (including Joint Commission standards, Centers for Medicare & Medicaid Services (CMS) guidelines, and National Committee for Quality Assurance (NCQA) guidelines)
- Intermediate proficiency with Microsoft Office

Preferred Qualifications

- Prior experience working in a union environment

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
- Extensive knowledge and understanding of Joint Commission standards, CMS guidelines and regulatory standards.
- Knowledge with National Committee for Quality Assurance (NCQA) guidelines
- Knowledge and Intermediate proficiency with Microsoft Office
- Ability to understand and interpret financial data
- Proven financial and budget management skills
- Solid quantitative and qualitative skills
- Critical thinking skills
- Ability to work independently with a high degree of initiative
- 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



Knowledge, Skills, Abilities and Other Characteristics

- Strong attention to detail, accuracy and precision

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.