



**Job Code:** 8190

**Grade:** 24

**HCWR:** N

**Job Title**

Executive Director of Ancillary Services

**Department**

Administration

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

**Job Summary**

The Executive Director of Ancillary Services oversees, directs and coordinates operations for the clinical areas for John H. Stroger Jr. Hospital at Cook County Health (CCH). This position will provide leadership to align operations with strategic goals and initiatives. Ensures the quality, safety and outcome standards of clinical area 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 overseeing the clinical areas throughout John H. Stroger, Jr. Hospital.
- Develops an effective leadership team. Participates in succession planning and supports the educational and professional development opportunities.
- Collaborates and meets with members of the leadership team to review and discuss department goals and best practices to achieving success. 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
- 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 overseeing clinical operations
- 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.**