



Job Code: 9132

Grade: 23

HCWR: N

Job Title

Senior Manager of Policy and Innovation

Department

Health Plan Services

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

Job Summary

The Senior Manager of Policy and Innovation assumes responsibility of supporting organizational efforts to shape policy solutions and strategic initiatives of Health Plan Services for Cook County Health (CCH). This includes the planning, successful design, and implementation of projects and for Medicaid and Medicare products owned by CCH. The Senior Manager of Policy and Innovation collaborates with Health Plan Services leadership to identify innovative partnerships, complete strategic planning and performance improvement projects. Leads projects, including the development of budgets, deliverables, communication plans, risk logs, status reports, and performance metrics from inception to ensure timely delivery and execution. Responsible for coordinating the efforts of team members and third-party contractors and/or consultants to deliver multiple projects in alignment with the vision of the Health Plan Services leadership and Strategic Plan. Supports an external-facing role and will closely track and influence policy developments and requirements at the federal, state and county levels, while ensuring integration of these changes into the Health Plan Services Annual Workplan. They will research Medicaid and Medicare policy and innovation and will serve as a subject matter expert to the Health Plan Services senior leadership.

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

- Researches and tracks policy and innovation trends in state and federal Medicaid, Medicare, Exchange, and Medicaid-Medicare Plans.
- Develops a policy agenda for the Health Plan Services department and integrates strategic initiatives into Annual Workplan in partnership with the Director of Projects and Strategic Initiatives or Chief Operating Officer, Health Plan Services.
- Represents the plan in external forums including, but not limited to, the Medicaid Advisory Counsel, Illinois Association of Medicaid Health Plans (IAMHP), and Association of Community Affiliated Plans (ACAP) meetings.
- Serves as a subject matter expert on policy and innovation in Medicaid and Medicare and provides strategic recommendations to Health Plan Services senior leadership.
- Represent Health Plan Services, on behalf of its Medicaid and Medicare Plans, at public forums to ensure the close monitoring of policies and transitions at all levels of government to support forward-thinking, and departmental strategic and resource planning.
- Reads proposed legislation and provides recommendations to Health Plan Services leadership on proposed response and drafts formal responses, as applicable.
- Leads and manages projects with teams within multiple organizations and vendors.
- Supervises and mentors Project Managers as they implement Health Plan Services projects
- Identifies opportunities for process improvement and operational excellence within the organization.
- Incorporates best practices, and internal and regulatory processes into the project as needed and ensures all regulatory requirements are in compliance with National Committee for Quality Assurance (NCQA) and Illinois Department of Health and Family Services (HFS).
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years of full-time paid work experience in healthcare administration, public policy, or project management
- Two (2) years of experience supervising and/or managing staff
- One (1) year of experience working in Medicaid, Medicare, or Medicaid Managed Care with managed care policies supporting an underserved population
- Prior experience implementing change management in a complex organization



Minimum Qualifications

- Proficient utilizing Microsoft Office (i.e., PowerPoint, Project, Word, Excel, and Outlook)

Preferred Qualifications

- Master's Degree in Business Administration, Healthcare Administration, Public Policy, Public Health, Social Work or related field from an accredited college or university
- Prior finance and budget experience
- Prior of project management experience
- Proficient experience utilizing Project Management tools (Smartsheet, Clarizen, etc.)

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of business operations and experience leading project teams
- Excellent interpersonal, 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
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Skilled in time management as it relates to situations that have competing priorities
- Able to work in a fast-paced, team-based environment
- Ability to analyze and solve complex problems using a variety of research and analytical techniques
- Ability to work independently and with others to manage multiple complex projects at different phases, while meeting deadlines
- Ability to maintain a professional demeanor and composure when challenged

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.