



Job Code: 9188
Grade: 17
HCWR: N

Job Title
Mammography Operations Supervisor

Department
Mammography

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

Job Summary

Under the supervision of the Senior Director of Imaging Services, provides supervision to clerical support staff in the Mammography service line throughout Cook County Health (CCH) supporting John H. Stroger, Jr. Hospital, Provident Hospital, and the Ambulatory & Community Health Network. Coordinates clinic activities between clerks, technologists, and medical staff. Ensures that all policies and procedures are followed.

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

- Plans, coordinates, and directs the daily operations of the Mammography staff throughout CCH. Supervises scheduling and registration of Mammography patients, provides assistance as necessary.
- Supervises and effectively delegate staff to reach management objectives.
- Participates in the interviewing, hiring, training and performance evaluation of staff.
- Provides feedback and takes corrective action when necessary.
- Responsible for staff daily assignments, scheduling time-off and securing coverage for the department throughout CCH.
- Assists with department/division research projects.
- Compiles and analyzes operational and financial data to improve efficiency and reimbursement.
- Coordinates and oversees department assurance and quality improvement activities.
- Assists with identifying opportunities for productivity improvement.
- Collects, analyzes, interprets data, and produces management reports utilizing current software and/or applications to support the division and program's operations.
- Develops materials and techniques for staff development that impact operations and standard procedures/policies. Maintains and orders supplies, purchase requisitions entry, budget management, timekeeper.
- Ensures operational processes and policies are compliant with corporate standards, American College of Radiology (ACR) and applicable local, state, and federal regulations.
- Ensures patients appointments are scheduled based upon category and the letters are received in accordance with State regulations.
- Attends and participates in department, committees, and other meetings to support the department.
- Performs other duties and projects, as assigned.

Minimum Qualifications

- Bachelors degree from an accredited college or university
- Two (2) years of analyzing data and managing reports
- Two (2) years of experience supervising and/or managing staff
- One (1) years of experience with patient registration and/or scheduling
- Prior experience with tracking and reporting software applications
- Proficiency using Microsoft Office (i.e., Excel, Office, PowerPoint)
- Position may require travel for which the employee must have a valid driver's license/insured vehicle or other equivalent means of transportation to arrive at field-based locations in an efficient manner

Preferred Qualifications

- Two (2) year of experience supervising and/or managing staff in a healthcare setting
- One (1) years of experience with registration and/or scheduling with referral coordination
- Prior experience using a Mammography tracking and reporting software applications
- Prior experience with Mammography Quality Standards Act (MQSA) or American College of Radiology (ACR)



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
- Ability to analyze and reconcile large data sets
- Ability to work independently with a high degree of accuracy and attention to detail
- Ability to manage projects and lead teams
- Ability to use Microsoft Office applications Access, Excel, PowerPoint, and Word

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.