



Job Code: 9192

Grade: 23

HCWR: N

Job Title

Manager of Ambulatory Care Operations and
Business Development

Department

Administration

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

Job Summary

The Manager of Ambulatory Operations Support & Business Development (Manager) will be responsible in assisting with increasing the access to care for ambulatory care services throughout Cook County Health (CCH) in collaboration with the Director of Ambulatory System Operations & Business Development. The Manager will support the Ambulatory Operations Support & Business Development in developing new clinical programs and advance existing programs focusing on population health and value-based care to meet the needs of the community.

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

- Provides support in the development, implementation, and maintenance of operational improvements for the department
- Provides data and reports necessary to support ambulatory -decision makers with analysis related to network development.
- Provides ongoing updates and departmental performance data to the Director of Ambulatory System Operations & Business Development.
- Works collaboratively with ambulatory directors, nursing and medical leadership.
- Develops business level goals to effectively utilize ambulatory care services.
- Leads ambulatory projects by creating actions plans, giving assignments to project team members and ensuring the projects reach completion.
- Works with internal leaders, collaborating across functional areas (operations, finance, integrated care, Managed Care Organization (MCO) to develop business and implementation action plans.
- Serves as an advocate for providers when contracting specialty services throughout CCH locations and with external entities.
- Builds referral relationships with external providers. Obtains feedback based on patient experience and relays information back to the appropriate specialty care team.
- Ensures service line strategies address access and expectations (strategic plan, patient needs, MCO-geographic distribution, and external partners).
- Collaborates with clinical leadership to identify market and patient care expectations for service lines and leading to marketing strategies to gain market share.
- Collects, organizes and analyzes data to generate reports to present feedback to align with strategic initiatives.
- Remains current with emerging trends in healthcare.
- Participates in the interviewing, hiring, training and development of staff. Conducts performance evaluations and provides feedback, as needed.
- Attends and participates in meetings, as needed.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree or higher from an accredited college or university
- Three (3) years of experience working in a supervisory and/or management role within in a



Minimum Qualifications

healthcare organization

- Prior experience assisting with data management/analysis
- Proficiency with Microsoft Office applications (i.e., Word, Excel)

Preferred Qualifications

- Three (3) years of health care management experience in teaching, urban academic hospital and/or health system

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of health care and physician reimbursement Ability to create tactical work plans to grow clinical service lines.
- Knowledge and proficiency with Microsoft Word, Outlook, Excel, Access
- 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
- Excellent presentation skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan and organize projects and tasks
- Ability to perform data analyses.
- Ability to interpret health care financial/volume data.

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.