



**Job Code:** 9376

**Grade:** 23

**HCWR:** N

**Job Title**

Manager of Public Health Quality and Accreditation

**Department**

Public Health

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

**Job Summary**

The Manager of Public Health Quality and Accreditation for the Cook County Department of Public Health (CCDPH) is responsible for maintaining the agency's Performance Management (PM) and Quality Improvement (QI) program. All QI projects and initiatives should advance health equity and address reducing disparities in the health department's jurisdiction. This position also oversees the Public Health accreditation process defined by the Public Health Accreditation Board (PHAB) and will be responsible for ensuring timely submission of annual reports to PHAB as well as coordinating reaccreditation.

**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**

- Oversees, supports and monitors the continued development, implementation and maintenance of an agency-wide, comprehensive performance management (PM) system and quality improvement (QI) program inclusive of the analysis and trending of metrics established by CCDPH, consistent with established public health benchmarks from federal, state and accreditation bodies.
- Assures approaches to PM are culturally appropriate and align with health equity priorities.
- Serves as PM lead responsible for preparing, reviewing, and analyzing performance monitoring and PM data, developing summary dashboards, trends and status reports, and providing technical support for PM contributions by CCDPH Units and Programs, and identifying new performance measures.
- Leads and guides the CCDPH Quality Committee, coordinating all committee operations to accomplish PM/QI goals and objectives.
- Designs and executes QI processes, systems, communication strategies and recognition activities.
- Work with Unit directors and managers to identify program strengths and utilize quality improvement tools to improve areas of opportunity.
- Creates or secures PM and QI training for staff to ensure that agency-wide goals are met.
- Prepares regular reports as needed for performance improvement and quality programs.
- Serves as the subject matter expert on PHAB accreditation processes and the required documentation.
- Oversees the collection, final vetting, and submission of documentation for public health reaccreditation and annual reports.
- Develops plans and processes necessary to achieve public health accreditation objectives, and tracks progress of the agency as well as projects aimed at addressing gaps in the documentation of the work.
- Organizes site visit preparation activities with leadership and other stakeholders.
- Assists with the development of community health assessments (CHA), community health improvement plans (CHIP) and department strategic planning to assure that the processes align with accreditation standards.
- Orients leadership, staff, teams and other key partners on accreditation standards and measures.
- Participates in PM, QI and accreditation committees and/or learning committees.



**Typical Duties**

- Fosters and maintains collaborative relationships within CCDPH, Cook County Health (CCH), and with external agencies, grantors and partners related to PM/QI initiatives.

**Minimum Qualifications**

- Bachelor's degree from an accredited college or university
- Three (3) years of experience with managing and/or coordinating a program or project
- Three (3) years of experience coordinating performance management, quality improvement and/or accreditation
- One (1) year of experience managing and/or supervising staff
- Proficiency of Microsoft Office (i.e., Word, Excel, PowerPoint)

**Preferred Qualifications**

- Bachelor's or higher from an accredited college or university with a concentration in quality assurance
- Master's Degree in public health, health administration from an accredited university
- Experience facilitating project management or project coordination
- Formal Project Management training
- Additional certification or coursework in Quality related to public health practice

**Knowledge, Skills, Abilities and Other Characteristics**

- Strong knowledge in quality improvement methods and monitoring for public health
- Strong knowledge of Microsoft Office Products, Word, Excel, PowerPoint
- Exceptional leadership skills
- Strong interpersonal skills: able to quickly establish credibility to develop and manage productive relationships with internal and external individuals and agencies
- Strong written and verbal communication skills used to present performance data in presentations and reports
- Strong analytical skills, problem solving skills used to identify root cause of QI problems
- Strong project management skills and the ability to work independently toward stated goals
- Strong management expertise: able to manage multiple projects and to move quickly from one to another
- Ability to engage with diverse staff and leadership to promote trust, collaboration, and partnerships between departments and levels of leadership
- Demonstrated track record in challenging and influencing peers to approach all work with an equity lens
- Flexibility and adaptability in performing work duties
- Ability to function independently and under time constraints



**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.**