



**Job Code:** 9390

**Grade:** 23

**HCWR:** N

**Job Title**

Manager of Ambulatory Staffing and Workforce Management

**Department**

Ambulatory and Community Health Network

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

**Job Summary**

The Manager of Ambulatory Staffing and Workforce Management is responsible for effective management of Ambulatory and Community Health Networks staffing needs and resource allocation. The Manager is responsible for ensuring that staffing ratios are in line with ambulatory staffing model. Identifies and implements recruitment, training and retention strategies, as well as identify and resolve staffing coverage gaps. Collaborates works closely with executive leadership of ambulatory division of Cook County Health to develop, implement, and maintain strategic staffing initiatives for ambulatory workforce utilization. Monitors and reviews staffing trends of the ambulatory workforce, including metrics to efficiently manage and utilize staffing resources.

**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**

- Leads the ambulatory staffing and resource allocation to establish an effective ambulatory staffing plan and schedule.
- Collects and leverages quantitative and qualitative data for decision-making. Makes recommendations for improvement.
- Meets with ambulatory leadership to understand staffing models and growth projections. . Develops staffing procedures and processes to better manage workflow.
- Works with leadership throughout ACHN regarding staffing and resources to develop staffing projections, manage staffing agency contracts, and coordinate vacancy levels.
- Oversees the agency recruitment, onboarding processes and utilization.
- Ensures that timely billing timesheets are submitted from ambulatory.
- Assists with the identification, implementation of new programs & services for safe staffing.
- Participates in the contract labor process, utilization, and metrics.
- Develops and monitors staffing metrics to promote efficient utilization of staffing resources
- Provides strategic and operational leadership for staffing and scheduling technology systems use, build, and integration. Works with Hospital Information Systems to discuss strategies.
- Conducts assessments and develops staffing and scheduling processes and policies.
- Conducts assessment and develops resource utilization best practices to include staffing and workforce development.
- Effectively stewards staffing resources to meet budget guidelines to deliver innovative staffing models that promote effective nursing care across the organization.
- Attends and participates in meetings and conferences, as needed.
- Performs other duties as assigned.

**Minimum Qualifications**

- Bachelor's degree or higher from an accredited college or university
- Three (3) years of administrative experience in daily operations, reporting, record-keeping, project management, etc.
- Three (3) years of experience utilizing software, i.e., Microsoft Access, Excel or other databases, to run reports monitoring progress and/or outcomes
- Two (2) years of supervisory and/or management experience



**Preferred Qualifications**

- NA

**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 establish effective working relationships with all departments throughout Cook County Health
- Ability to prioritize, plan, and organize projects and tasks
- Ability to evaluate, prioritize, and problem-solve in complex situations
- Demonstrate attention to detail, accuracy, and precision

**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.**