



Job Code: 9451

Grade: 23

HCWR: N

Job Title

Vaccine Site Manager

Department

Ambulatory & Community Health Network

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

Job Summary

The Vaccine Site Manager provides plans, organizes, and coordinates the operations of vaccine clinic sites or to facilitate the provision of administration of vaccine to patients. This position is responsible for all aspects of the development, operations, management of a vaccine clinic site and for exercising direct and indirect supervision over assigned professional, technical, and clerical staff to support the mission of Cook County Health (CCH).

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

- Manages and supervises the vaccine clinic site to ensure staff are operating efficiently.
- Consults with Associate Administrator to address any time and attendance concerns.
- Reviews management reports utilizing current software and/or applications to support the site's quality plan and operational needs.
- Reinforces training for administrative staff as needed to meet objectives.
- Assists the Director with development and management of department/division budgets.
- Communicates vaccine clinic site needs across CCH departments.
- Monitors and evaluates vaccine sites clinical effectiveness and productivity.
- Oversees and reviews the ordering of supplies, equipment and collection of data to ensure maintenance of daily operations and metrics.
- Assists with monitoring workflow of clinical and administrative staff through routine review of scheduling personnel assignments, work schedules, vacations and personal leaves, to ensure appropriate levels of staffing for clinic patient volume. Makes recommendations to ensure operational efficiency.
- Promotes the patient service delivery models while maximizing patient access and flow by coordinating all clinical and office operations and workflow to staff.
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records.
- Investigates patient, staff and facility complaints and requests. Escalates to Director as needed to resolve.
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, Occupational Safety & Health Administration (OSHA), Health Insurance Portability & Accountability Act (HIPPA), Clinical Laboratory Improvement Amendment (CLIA), etc.). Responsible for assuring that all systems are in good working order at all times.
- Manages and/or participates in special projects.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years of experience supervising and/or managing staff
- One (1) year of experience collecting data and preparing reports with financial or statistical information
- One (1) year of experience in vaccine site, ambulatory clinic, or healthcare business operations
- Prior experience developing reports for vaccination supplies, i.e., order and waste volumes, number of recipients, etc.
- Experience and knowledge working with diverse communities and underserved populations
- Proficient in Microsoft Office including Word, Excel, and PowerPoint

Preferred Qualifications

- NA



Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- 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
- Strong interpersonal skills
- Has a strong performance orientation and skillful strategic thinking skills.
- Ability to establish clear expectations, and continuously measures performance while maintaining focus on priorities.
- Ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings.
- Ability to establish strong working relationships and to communicate effectively with Patient-Centered Model Home (PCMH) leadership team, primary care site leaders, PMH physicians and clinicians, behavioral health team members, patients and families.
- Ability to communicate in a confidential and HIPAA compliant manner.
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times.
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers.
- Ability to proactively meet challenges and achieve solutions through collaboration.
- Demonstrate the ability to analyze health care operations and make creative improvements.
- Demonstrated ability to work in a team-based environment, and to lead and motivate teams.

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.