



Job Code: 9536

Grade: 24

HCWR: N

Job Title

Executive Director of Clinical Services

Department

Health Plan Services

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

Job Summary

The Executive Director of Clinical Services is responsible for the development and administration of clinical programs to achieve the service, clinical and quality outcomes determined by Health Plan leadership. The Executive Director of Clinical Services interfaces with clinical and administrative staff in one-on-one, workgroups, committees, and meetings to support the achievement of Health Plan clinical goals

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

- In collaboration with Clinical and/or Medical Leadership, prepares an annual Care Management Plan that indicates goals, milestones, and timeframes for completion of Care Management Programs. Submits plans for approval to the Quality Committee and governance board
- Collaborates and Coordinates with Health Plan providers to support implementation of CountyCare clinical Programs
- Collaborates with Cook County Health (CCH) and community-based organizations to identify opportunities for improvement in program development and approaches to care. Reflects the diversity of the Health Plan membership in the program development
- Evaluates program performance and develops plans to improve performance
- Supports development of medical policy that represents best practices and evidence- based care
- Supports development of Health Plan PCMH Site care management efforts
- Provides support to committees, workgroups as appropriate
- Prepares reports and analysis as necessary

Minimum Qualifications

- Bachelor's degree in Nursing from an accredited academic institution
- Current unrestricted Illinois Licensed Registered Professional Nurse or APN license
- Three (3) years of total experience in a clinical capacity
- Five (5) years in a management or leadership role
- Recent experience with clinical process improvement and program development

Preferred Qualifications

- Master's degree in Nursing Administration, Health or Business Administration
- Prior experience in an administrative capacity within a Managed care setting

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Strong interpersonal skills to build relationships with employees at all levels of the organization · Strong written and verbal communication skills used to present performance data in presentations and reports
- Strong analytical skills, problem solving skills used to improve processes and delivery of patient care services
- Flexibility and adaptability in performing work duties
- Strong project management skills and the ability to work independently toward stated goals
- Strong knowledge of Microsoft Office Products; Word, Excel, PowerPoint



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.