



Job Code: 9575

Grade: 23

HCWR: N

Job Title

Maternal Child Health Program Manager, Health
Plan Services

Department

Health Plan Services

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

Job Summary

The Maternal Child Health Program Manager, Health Plan Services plans, develops and implements policies and procedures for the Maternal Child Health Programs; supervises program activities; coordinates services and assures regulatory compliance; and performs related work as required. The Program Manager of Health Plan Services is responsible for the successful delivery of programs that support the wellbeing and health of membership and efficient operations with the Health Plan. This includes working with the Project Management and Operational Excellence department, Clinical Services, Project Management Office, and other business leads, partners, and vendors to oversee programs and facilitate and foster effective communication between vendors, Cook County Health (CCH) and Health Plan Services.

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

- Manages the activities of Maternal Child Health Programs through the support of development, implementation and evaluation of policies, procedures and protocols which regulate the delivery of services to client base; coordinates distribution of services between inter- departmental programs or outside agencies, acts as liaison/consultant to minimize duplication of services.
- Guides program staff engaged in providing education and resource services by training staff, assigning work, and reviewing staff progress, evaluations, conducting performance evaluations, administering correct action, and coaching.
- Participates or co leads program specific deliverable as:
- Prenatal Care PIP (Performance Improvement Projects) (ongoing through 2023) and other MCH (Maternal Child Health) performance improvement strategies.
- MCH Performance Improvement Workgroups and support multiple initiatives within initiative.
- Development and deployment of health plan metric for MCH and ring a health equity perspective to MCH programs and initiatives
- Participate in health plan specific projects and initiatives such as newborn retention strategies.
- Development of a community-based engagement, provider specific trainings for MCH (Maternal Child Health) Program.
- Evaluates operational performance by reviewing provision of service and client satisfaction against staffing levels, work methods and procedures; supports implementation changes to ensure effective operations and compliance with requisite policies and regulations.
- Works with Senior Integrated Care Manager and Case management Entities to assist with program reviews for quality and integrity of program services deliverables.
- Performs periodic client file audits to ensure compliance with State and Federal program, contractual or accrediting requirements.
- Evaluates and tracks trends for members receiving MCH (Maternal Child Health) care to provide actionable recommendations, identify areas for outreach to bring members to receive ambulatory or specialty care at Cook County Health.
- Identifies and creates ongoing schedule of education and training needed relevant to optimizing services.
- Maintains excellent relationships and effective communication with internal and external partners to ensure efficient implementation and achievement of established goals.



Typical Duties

- Timely reports programmatic data toward Maternal Child Health initiatives and management of staff integral to programs.
- Participates and promotes relevant best practice and evidence-based program data at collaborative partnership meetings toward positive influence on mission driven policy initiatives.
- Oversight of Program Coordinators
- Performs other duties and projects as assigned.

Minimum Qualifications

- Bachelor's degree in health care administration, community health, public health, or business
- Three (3) years of experience working in healthcare, health care grant management, patient education, patient access, referrals, managed care, or process improvement
- Prior program management experience
- Must be able to travel within County Care service area

Preferred Qualifications

- Master's degree in Public Health, Public Administration, or Health Administration from an accredited college or university focusing on Maternal Child Health
- Prior Community Health Center experience
- Prior Maternal Child Health experience
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of managed care plans, patient access strategies, scheduling practices and direct access models.
- Population analytic skills
- Knowledge of Microsoft Office Suite.
- 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 Training, knowledge and/or experience with Sexual Health and Reproductive Health
- Demonstrates good computer and typing skills
- Ability to establish working relationships with staff and the public
- Ability to learn electronic medical record and data systems.
- Ability to draft narrative reports, correspondence

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.