



**Job Code:** 9673

**Grade:** 23

**HCWR:** N

**Job Title**

Manager of Clinical Operations, Multispecialty Practice

**Department**

Ambulatory & Community Health Network

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

**Job Summary**

The Manager of Clinical Operations, Multispecialty Practice is a registered professional nurse responsible for managing the coordination and clinical care in a multispecialty clinic(s), including primary care. This position will assist in the implementation of initiative, regulatory standards, and quality improvement efforts, as directed by Nursing and Operational Leadership. The Manager will have 24-hr accountability and will facilitate the growth and maintenance of the clinical programs in direct collaboration with Division Leaders. Oversees aspects of operations and provision of patient care services including management of clinical, administrative, and interdisciplinary staff, patient access and flow, resource allocation and the quality service delivery for assigned area.

**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, coordinates, and oversee the provision of clinical care, which includes procedure-based services
- Oversees quality improvement and regulatory requirements
- Manages the implementation of ACHN system-wide strategic initiatives, regulatory requirements, and policies
- Identifies issues impacting quality and cost-effective care and communicates information through appropriate channels
- Maintains standards of care as mandated by regulatory agencies
- Participates in policy and procedure development and review for clinical activities
- Orients new staff and ensures annual competencies for both mandatory and site specific are maintained
- Oversees staff performance evaluations, vacation requests and time and attendance issues and discipline
- Develops and mentors' clinical staff and serve as advocate
- Fosters a climate that encourages positive staff morale, motivation, and commitment
- Monitors and maintain equipment and par levels of supplies to ensure successful expansion of services or start-up of new services or procedures
- Troubleshoots equipment malfunctions; calls for repairs; and evaluates new equipment
- Identifies issues impacting quality and cost-effective care and communicates information through appropriate channels
- Ensures, monitors, and tracks that key performance targets are met, including but not limited wait times, patient engagement, employee satisfaction and turnover
- Develops protocols and procedures to improve staff productivity
- Provides educational opportunities for nursing staff to maintain safe practice and growth opportunities
- Assumes responsibility for maintaining competence in own professional practice and maintenance of required credentials
- Reviews and supports budget and capital needs
- Performs other duties as assigned

**Minimum Qualifications**

- Bachelor's Degree in Nursing from an accredited college or university



### **Minimum Qualifications**

- Licensed as a Registered Professional Nurse in the State of Illinois or the ability to obtain license two (2) weeks prior to starting employment
- Two (2) years of nursing experience supervising and/or managing staff with one (1) year of nursing experience in an ambulatory setting
- One (1) year of experience managing budgets
- Proficiency using Microsoft Office (Word, Excel, Outlook)
- Must be able to travel to Cook County Health and ACHN work sites
- Ability to work flexible schedules, including evenings and weekends

### **Preferred Qualifications**

- MSN or MBA from an accredited college or university
- Experience in multispecialty in an ambulatory setting
- Intermediate proficiency using Microsoft Office (Word, Excel, Outlook)

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

- Excellent knowledge and understanding for clinical care principles, techniques, functions, practices, and procedures
- Knowledge and experience using Microsoft Office products including Word, Excel, PowerPoint and Outlook, and presentation software
- Excellent listening, 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 analytical and organizational, problem-solving, critical thinking, and conflict management/ resolution skills to identify opportunities, obtain best practice information pertinent to the improvement
- Ability to efficiently multi-task, seamlessly shift priorities and manage multiple projects in tandem. Ability to be and remain calm and flexible in busy or stressful situations
- Ability to adhere to system, hospital, and department policies and standards
- Customer-focused, compassionate, and empathetic with our patient population and their family members

### **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.**