



**Job Code:** 9714

**Grade:** 23

**HCWR:** N

**Job Title**

Social Services Manager

**Department**

Cook County Health

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

**Job Summary**

The Social Service Manager is responsible for overseeing the day-to-day operations of the social service coordinators for Cook County Health (CCH). The Social Services Manager works closely and directly with the Behavior Health and Social Work leadership and Physician Leads to plan, direct, and Responsible for coordinating the delivery of Case Management services while ensuring support and delivery of high-quality, cost-effective patient care. The manager will provide clinical consultation, mentorship, and clinical practice expertise.

**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**

- Provides direct supervision and oversight to social service coordinators while ensuring adequate staffing.
- Participates in the hiring and training of new staff and arranges for ongoing staff development - Works in collaboration with other clinical practice leaders, behavior health staff and other members of the multidisciplinary care team to ensure optimal patient care and best care practice.
- Develops and manage updates of department policies, procedures and training as requested to ensure compliance with all regulatory agencies and support excellence in patient care.
- Oversees quality improvement and regulatory requirements.
- Performs staff performance evaluations.
- Tracks clinical performance indicators and develops action plans.
- Serves as key contact for physicians and other health center staff regarding case management activities.
- Assist staff with completing psychosocial assessment and care coordination
- Facilitates Power of Attorney.
- Consults with Risk Management as needed.
- Performs other duties as assigned.

**Minimum Qualifications**

- Masters degree in social work or human and social services related field
- Five (5) years' experience in direct case management care in a healthcare or social services setting and/or program administration for underserved populations
- Must be able to work evenings and weekends when needed

**Preferred Qualifications**

- Prior experience working in a Patient Centered Medical Home (PCMH), Integrated Behavioral Health setting or Healthcare System
- Prior experience managing staff

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

- Excellent written and oral communication skills Excellent verbal and written communication



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

skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups

- Analytical and organizational, problem-solving, critical thinking, and conflict management/ resolution skills
- Ability to multi-task and be effective and efficient in a fast-paced and dynamic work environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to provide clear and concise documentation regarding patients and to maintain this information in a confidential manner.
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients

**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.**