



Job Code: 9719
Grade: 24
HCWR: N

Job Title

Department

Assistant Director of Operations, Regional Outpatient Center

ACHN

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

Job Summary

The Assistant Director of Operations, Regional Outpatient Center (AD) will assist in directing departmental planning and monitoring the progress of our large integrated primary and specialty clinics across the Ambulatory and Community Health Network (ACHN) that include multiple services inclusive of radiology, physical therapy, and pharmacy. The AD will provide oversight to the management staff, enhance productivity, and ensure compliance with rules and regulations for day-to-day operations. The AD will support the Regional Outpatient Centers in the daily performance and operations metrics specifically focused on: development, growth, operations, budget. Develops and recommends goals, objectives, policies, and procedures related to these operations to achieve short- and long-term objectives and to advance 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



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

- Implements system-wide strategic initiatives, regulatory requirements, and policies
- Supervises and develops the Manager of operations, regional outpatient centers, to support and understand daily operations with ongoing trainings, oversight and feedback based at Primary and Specialty Care in ACHN
- Participates in the development of policies that support clinic operations, setting management objectives and developing and evaluating programs, systems, and services
- Optimize utilization of resources by maintaining schedules and staffing ratios
- Supports training and development of staff in collaboration with Nursing Operations
- Develops and maintains collaborative relationships between regional outpatient centers and community-based organizations
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Contributes to the development of a workplace Culture of Safety for patients, staff and visitors
- Maximize patient access by creating efficient workflow and scheduling that support the delivery of high quality, efficient patient care
- Acts as management representative for any employee complaint or grievance throughout the CCH labor process
- Supports development of budget for Ambulatory specialty clinics in coordination with Leadership
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies, including, but not limited to (Illinois Department of Public health, Joint Commission, Medicare, OSHA, HIPPA, CLIA etc.). Responsible for assuring that all systems are in good working order
- Oversees and supports all aspects of patient experience to achieve high patient satisfaction ratings
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree in healthcare administration or other health care related field from accredited college or university
- Four (4) years of experience as a clinic manager



Minimum Qualifications

- Three (3) years of experience in health care administrative in an ambulatory health care setting
- Experience and knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles, and standards of care for hospitals and healthcare systems

Preferred Qualifications

- Master's degree from an accredited college or university
- Demonstrated experience with Electronic Medical Record
- Experience with managed care environments
- Experience with finance
- LEAN Six Sigma or Process Improvement methodology
- Prior work experience in a union environment

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of all employee labor disputes and grievances
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Excellent verbal, written communication, and interpersonal skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Has a strong performance orientation and skillful strategic thinking.
- Establishes clear expectations, and continuously measures performance. Maintains focus on priorities
- Proactively meets challenges and achieves solutions through collaboration
- Ability to analyze health care operations and make creative improvements
- Ability to work in a team-based environment, and to lead and motivate teams
- Ability to establish strong working relationships and to communicate effectively with Specialty leadership team, primary care site leaders, 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
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Maintains confidentiality of all clinics administrative/office personnel records and personnel actions
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings

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.