



**Job Code:** 9789

**Grade:** 23

**HCWR:** N

**Job Title**

Manager of Justice Involved Services

**Department**

Behavioral Health Authority

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

**Job Summary**

The Manager of Justice Involved Services is responsible for managing and leading a multidisciplinary care team to provide effective, efficient behavioral health care coordination for justice involved patients. Leads the day-to-day activities of the Community stabilization and triage center to include scheduling, case assignment, and mentoring. Collaborates with Leadership to identify opportunities for improvement in creating efficient processes and leverage resources appropriately, while supporting 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**

- Manages caseloads and oversees case assignment for justice involved adults' accordance with departmental policy and procedure. Monitors workloads to assure a distribution that is accordance with contractual requirements.
- Develops and implements process to successfully on-board staff members. Participates in the interview and hiring process of staff. Implements training, conducts performance evaluations, and provides constructive feedback to support improved workflow.
- Ensures work is completed in a timely manner and addresses issues with work completion.
- Collaborates with the care team to continuously improve the process of assessment, planning, facilitation, care coordination, and evaluation.
- Regularly conducts care team meetings as needed to address concerns or needs.
- Performs coordination of services in accordance with the assistance of Psychiatric Social Worker or Case Manager for Behavioral Health Authority.
- Supports tenured staff members during times of transition such as changes in policy and procedures or workflow modifications.
- Uses care management system generated data to develop an approach to monitor staff performance and provide timely, relevant feedback to staff.
- Adheres to contractual obligations in reporting key events and requests for response according to contractual requirement or accreditation standards.
- Initiates efforts to improve team performance regarding key performance indicators, develops approaches to assure team achieves targets.
- Facilitates staff staying up to date with changes in regulations, accreditation requirements and best practices in patient care related to addiction and diversion.
- Analyzes data supporting trends in patient care and improves process as needed.
- Works collaboratively with departments throughout CCH to support achievement of organizational/departmental goals.
- Supports the Care Coordination participants and care teams in workflow (re)design.
- Supports resource utilization in a manner that is consistent with budget and resource targets.
- Supports care coordination quality improvement efforts.
- Works with Community partners to discharge patients to appropriate services.
- May provide assistance and support throughout CCH, when necessary.
- Travels to the home of justice involved individual or their sites of care to conduct supervision visits as required by departmental policy.



### **Typical Duties**

- Performs all other duties as assigned.

### **Minimum Qualifications**

- Bachelors degree from an accredited college or university
- Three (3) years of care coordination experience
- Two (2) years of work experience with culturally diverse/underserved populations
- One (1) year of supervisory work experience with a multi-disciplinary team
- Certified Alcohol and Drug Counselor (CADC) in the State of Illinois
- Position may require moderate travel for which the employee must have a valid driver's license/insured vehicle or other equivalent means of transportation for work

### **Preferred Qualifications**

- Currently licensed as a Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, or Licensed Professional Clinical Counselor in the State of Illinois
- Experience working with justice involved individuals

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

- In-depth knowledge of insurance concepts, managed care and Medicaid/Medicare
- Knowledge of SharePoint software
- Knowledge of Microsoft Office
- 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
- Ability to assess, problem solve and make decisions on available data
- Ability to maintain a professional demeanor and composure when challenged

### **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.**