



Job Code: 9844

Grade: 24

HCWR: N

Job Title

Director of Integrated Social Services Programs

Department

Administration

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

Job Summary

The Director of the Integrated Social Services Programs (Director) will oversee and direct social services, case management and financial counseling programs for Ruth M. Rothstein CORE of Cook County Health (CCH) which includes those funded by Ryan White Care Act, AIDS Foundation of Chicago, AIDS Drug Assistance Program (ADAP), Cook County HIV Integrated Programs (CCHIP), and Human Resource Service Administration (HRSA), under direction of the Executive Director of HIV Services. The Director is responsible for preparing and managing annual budget and project plans of required reports to funders. The Director is responsible for establishing, monitoring, and evaluating the delivery of services by collecting and analyzing the data to determine staffing needs.

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

- Directs and oversees the benefits, case management, and social services for HIV position patient receiving care at Ruth M. Rothstein CORE, the SSHARC, Provident Hospital, and Austin Westside.
- Trains and educates staff regarding benefit and insurance options affiliated with CountyCare, HIV confidentiality training and motivational interviewing.
- Develops, implements, monitors, and reports the CQI Quality Assurance Programs to CCH Leadership.
- Develops and monitors the database system to ensure patients have a completed assessment documented in the EMR; appropriate support services offered; entitlements explained and planned for (to include, but not limited to transportation assistance, ADAP, Medicaid, SSI). Ensures that all patients are aware of and have access to eligible entitlements. Monitors utilization of entitlement programs to improve revenues and reduce costs.
- Monitors and analyzes data for service utilization and prepares reports for the Executive Director and Funders as required.
- Maintains a directory of services for HIV infected patients. Assigns the appropriate care as needed to support the continuity of care.
- Collaborates with the administration team to develop, justify, and maintain the AIDS Foundation of Chicago budget in accordance with state and federal guidelines.
- Attends and participates on committees at the CORE Center, external agencies (i.e., AIDS Foundation), Ambulatory and Community Health Network (ACHN), AIDS service organizations, budget, operations, Executive Committee and/or professional organizations. Serves as liaison to community agencies.
- Collaborates with team to submit requisite Request for Proposals (RFPs) for new and continued funding and participates in writing grant proposals.
- Collaborates with CCHIP grant administrators and funders to manage fiscal allocation of funds
- Ensures collaborative relationships across CCH disciplines through ongoing contact with personnel and promotes constructive problem solving.
- Receives guidance from Corporate Compliance to ensure compliance with all regulatory and oversight bodies and communicates regulatory updates, policies, and procedures.
- Advocates and promotes for patients and their rights.



Typical Duties

- Responsible for completion of regular performance appraisals for direct reports and oversight of adherence to the evaluation process.
- Conducts monthly meetings with benefits, case management, and other social service providers.
- Performs other duties as assigned.

Minimum Qualifications

- Master's degree from an accredited college or university
- Three (3) years of experience supervising and/or managing staff working with state and/or federally funded HIV/AIDS programs to include oversight and administration of grants
- Two (2) years of experience managing benefits programs, including but not limited, to AIDS Drug and Assistance Program, Medicaid, and Supplement Security Income (SSI)
- Must be able to travel to CCH work sites

Preferred Qualifications

- Master's degree in Public Health or Health Administration from an accredited college or university
- AIDS Foundation of Chicago (AFC) Certification

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of HIV/AIDS program requirements, reviewing data, and reporting
- Knowledge and experience working with Microsoft Office (i.e., Excel, PowerPoint, Word)
- 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
- Demonstrate analytical and organizational, problem-solving, decision-making, critical thinking, and conflict management/resolution skills
- Strong customer service and empathy skills
- Excellent program development, management, and leadership skills
- Ability to prioritize, plan, and organize projects and tasks
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to handle confidential information

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.