



Job Code: 9855

Grade: 24

HCWR: N

Job Title

Director of Nursing Operations and Project Development

Department

Nursing Administration

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

Job Summary

The Director of Nursing Operations and Project Development will be responsible for providing quality improvement, project management, and clinical direction to nursing divisions within Cook County Health (CCH). Provides direction over projects across nursing divisions covering nursing safety and quality improvement initiatives.

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

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

- Leads, manages, and coordinates nursing projects, programs and activities at the enterprise or facility level, as assigned by the Chief Nurse Executive.
- Partners with various service lines, departments, and leaders throughout the organization to promote and provide quality and compliance education that helps CCH meet its mission and vision.
- Establishes performance goals and objectives for various nursing divisions in accordance with Department of Nursing policies, practices, and objectives.
- Monitors and evaluates the overall nursing care delivery system within the nursing divisions to ensure integrity of patient care within established efficiency, safety, and quality standards.
- Creates structure and processes to ensure optimal quality and compliant nursing performance.
- Makes rounds to assess and evaluate patient care needs and to ensure care delivered meets Standards of Care and Practice criteria for various divisions as required by state, federal or nursing association guidelines.
- Responsible for ensuring that nursing personnel provide optimal customer service and an exceptional patient experience.
- Collects, reviews, and analyzes patient acuity and staffing data to determine staffing patterns and project staffing needs, to ensure adequate staffing within each unit of the nursing division.
- Works with Nurse Leaders to develop specific quality and safety initiatives. Evaluates quality performance and implements corrective actions.
- Participates in development, implementation, and evaluation of the Performance Improvement Program. Works with Nurse Leaders to ensure the integration of performance improvement activities into daily practice.
- Establishes and reviews individual performance goals for assigned role(s) and or department(s). Ensures they are educated and informed of all Department of Nursing policies, procedures, performance improvement, and quality initiatives.
- Provides direction to assigned role(s) and/or department(s) in the recruitment and training of qualified clinical staff.
- Provides guidelines to assigned role(s) and or department(s) to ensure continuous education and current, updated certification and licensure of clinical staff.
- Participates in fiscal planning for the nursing division. Reviews expenditures and budget to ensure labor costs and expenses are within established annual guidelines.
- Demonstrate and promotes an awareness of patient rights; provides training to staff to ensure their knowledge and awareness of patient rights; functions as a patient advocate.
- Prepares and submits performance reports on a monthly, quarterly, and annual basis.
- Participates in nursing committees, medical and ancillary committees to ensure nursing division is actively linked to and in collaboration with all patient care systems.
- Provides interim coverage for Nursing Directors across CCH in accordance with CCH nursing policies and standards of nursing practice to maintain excellent care across system, as needed.
- Performs other related duties as required.



Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois OR Licensed Registered Professional Nurse able to obtain Illinois State licensure within two (2) weeks of starting employment
- Master's Degree in Nursing, Public Health, Health Administration, or Business Administration . Seven (7) years of nursing experience with three (3) years of Director level experience in an acute care setting
- Three (3) years of experience in project development and implementation
- Current Basic Life Support (BLS) certification from the American Heart Association or American Red Cross
- Certification from the American Organization for Nursing Leadership (AONL) or American Nurse Credentialing Center (ANCC) or ability to obtain certification within one (1) year of starting employment
- Must be able to travel to work sites throughout Cook County Health

Preferred Qualifications

- LEAN/Six Sigma training
- Experience in ambulatory or correctional health
- Previous project management and quality improvement experience
- Management experience in a unionized environment
- Knowledge of and experience working in Magnet recognized facilities

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Knowledge of current leadership, management, and quality improvement concepts and practices
- Knowledge and understanding of the current requirements of accrediting agencies [Illinois Department of Public Health (IDPH), The Joint Commission on Accreditation of Healthcare Organizations
- Thorough knowledge and understanding of the Health Insurance Portability and Accountability Act (HIPAA) to ensure the protection of the confidentiality and security of healthcare information for all patients
- Knowledge and ability to use computer applications in the analysis of data, writing and presentation of information
- 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
- Strong execution skills
- Demonstrated leadership skills in a fast-paced environment within established time constraints and in difficult situations
- Project Management skills to manage several ongoing projects across the system
- Ability to demonstrate a working knowledge of AONL Nurse Leader core competencies: Communication and Relationship Building, Leadership, Knowledge of the Health Care



Knowledge, Skills, Abilities and Other Characteristics

Environment and Clinical Principles, Professionalism, and Business Skills and Principles

- Ability to prioritize, plan, and organize projects and tasks
- Demonstrate ability to effectively lead and manage change
- Demonstrate attention to detail, accuracy, and precision
- Demonstrate competence in coaching and mentoring for leadership development of direct reports
- Ability to function effectively in a fast paced and changing environment with multiple priorities and objectives in difficult situations
- Strong and confident sense of personal accountability
- Must be able to float to various department, as needed, during the scheduled shift

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.