



Job Code: 9856
Grade: NS4
HCWR: N

Job Title

Manager of Nursing Operations and Project Development

Department

Nursing Administration

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

Job Summary

The Manager of Nursing Operations and Project Development (Manager) ensures the divisional nursing care delivery system operates according to Cook County Health (CCH) mission, vision, and values to ensure integrity of care, efficiency, safety, and high-quality standards. Serves as a project manager 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

- Provides daily guidance to staff throughout various departments and CCH work sites regarding patient care delivery and problem solving.
- Ensures nursing staff follows accurate and complete documentation procedures at all times. . Monitors compliance with standards of care established for patients by conducting patient observations, reviewing verbal reports and written documentation.
- Serves as project manager of various nursing safety and quality improvement initiatives.
- Facilitates and manages special projects as assigned, including monitoring and recording of metrics and reporting databases/dashboards.
- Conducts hospital rounds, investigates problems, complaints and policy violations, documenting incidents and taking appropriate action to ensure the effective and efficient operation.
- Identifies opportunities for process improvement and initiates improvement efforts within the unit to increase and exceed unit performance measures, in collaboration with interdisciplinary team.
- Utilizes care management system to facilitate patient flow through the system.
- Follows up as necessary, with patient complaints, quality or process problems, and make recommendations for future preventative measures.
- Demonstrates and promotes awareness of patient care rights.
- Maintains a safe, culturally sensitive, and caring patient environment that is reflective of CCH standards, as well as patient and family expectations.
- Works with appropriate departments to ensure proper maintenance of unit medical equipment including life sustaining equipment.
- Intervenes when an immediate threat to life or health, damage to equipment or buildings is posed that could result in the injury of patients, visitors or staff.
- . Collaborates with nursing leadership for initiating Emergency Response Procedures and activates the Emergency Management System for External Emergencies, including all drills for Homeland Security response plans, Hazardous Materials Response Plans, Fire, and Post- Operative Recovery Power, when applicable. During an emergency may authorize the use of equipment that would otherwise be unauthorized, when applicable.
- Serves in interim or temporary assignments as On-Duty Administrator, Nurse Manager, Supervisor, or Coordinator roles as needed.
- Performs other duties as assigned or as needed to support the continuity of care.

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
- Bachelor of Science in Nursing degree from an accredited college or university
- Five (5) years of nursing experience with three (3) years of nursing experience as a nurse manager, house administrator, supervisor, coordinator, or higher nursing role within the last five (5) years
- Current Basic Life Support (BLS) certification from the American Heart Association or American Red Cross
- Must be able to travel to work sites throughout Cook County Health



Preferred Qualifications

- LEAN/Six Sigma training
- Certification from the American Organization for Nursing Leadership (AONL) or American Nurse Credentialing Center (ANCC)
- 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

- Thorough knowledge of the job description and key requirements for each position on the unit; holds subordinates accountable for responsibilities inherent in their position, at all times
- Thorough knowledge of the Hospital and Nursing Department's mission, philosophy, goals, objectives, policies, and procedures
- 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 of safety policies and procedures
- Thorough knowledge of expected staff response in hospital emergency, fire, and demonstrates the ability to direct the activities of the nursing unit in the event of an emergency situation of patient evacuation
- Excellent oral, 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 leadership and project management skills
- Strong interpersonal skills to interact with staff, patients, hospital staff, patient families
- Demonstrates skill in scheduling and the management of nursing personnel
- Ability to demonstrate a working knowledge of AONL Nurse Leader core competencies: Communication and Relationship Building, Leadership, Knowledge of the Health Care Environment and Clinical Principles, Professionalism, and Business Skills and Principles
- Ability to maintain all unit equipment in proper working condition
- Ability to articulate in a clear and professional manner when presenting and demonstrating techniques
- Analytical, organizational, problem-solving, critical thinking, and resolution skills
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team for long periods of time
- Demonstrates skill in the coordination and the management of patient care unit
- Demonstrates good judgment in the selection of new staff members using appropriate interview techniques
- Demonstrates attention to detail, accuracy and precision



Knowledge, Skills, Abilities and Other Characteristics

- 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.