



**Job Code:** 9973

**Grade:** 23

**HCWR:** N

**Job Title**

Manager of Community Based Trauma Programming

**Department**

Trauma Administration

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

**Job Summary**

The Manager of Community Trauma Intervention Programs is responsible for providing clinical leadership, policy direction, and quality assurance activities for Healing Hurt People Chicago (HHPC), a hospital-based violence intervention program within the Department of Trauma. The Manager promotes mental health stability of clients through a program of individualized care addressed throughout the surrounding communities of Cook County.

**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**

- Manages, clinical activities and provides consultation to staff. Provides ongoing supervision and direction of staff to ensure care is provided consistent with scope of practice and the evidence-based clinical standards
- Provides support while offering availability for in-person and virtual consultation to staff on patient related issues) as needed
- Ensures completion of initial and ongoing assessments in a timely manner
- Monitors staff development, plans, and implements improvement strategies for staff professional growth
- Assists in the development of (program) policies and procedures relevant to clinical issues
- Collaborates with front-line staff and other staff with research and Quality Assurance (QA) projects, collecting data, establishing clinical outcomes, and providing information for grant deliverables
- Provides treatment to a small number of individuals through a variety of modes used by HHPC
- Establishes evaluative or operational criteria for the program
- Participates in meetings for patient care related issues and clarification of staff roles
- Identifies initiatives for program growth and development
- Establishes strong relationships to help advance clinical outcomes in the community
- Travels to the homes of patients, their sites of care, or mutually agreed upon location with patient
- Performs other duties as assigned

**Minimum Qualifications**

- Master's degree from an accredited college or university
- License in Clinical Social Work (LCSW) in the State of Illinois or ability to obtain an Illinois license prior to starting employment
- Three (3) years of clinical experience screening, assessing, and providing services to adolescents, families, and adults in a trauma-informed therapeutic framework
- Two (2) years of experience post-licensure clinical supervisory and/or managerial experience
- Three (3) years of experience mentoring, leading and/or supervising staff
- Clinical experience in the areas of complex & developmental trauma and community violence, serving BIPOC communities.
- Experience working with youth and adults of color, exposed to community violence and trauma-informed interventions
- Must be able to travel to multiple work sites

**Preferred Qualifications**

- Experience in Level 1 Trauma Center
- Experience providing/supervising case management services
- Bilingual Spanish/English



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

- Knowledge of formal and informal organizations throughout the city of Chicago, particularly in communities which have been historically under-resourced
- Demonstrated commitment to serving racially and economically marginalized communities affected by structural violence
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Ability to work as a team member, creating and maintaining effective working relationships . Strong supervisory and leadership skills
- Demonstrate analytical, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrates sensitivity and respect in caring for patients
- Excellent written and verbal necessary to communication with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent program development, management, and leadership skills
- Analytical skills, critical thinking skills
- Conflict management skills
- Strong decision-making skills
- Strong attention to detail, accuracy, and precision
- Flexibility and adaptability in performing work duties
- Strong project management skills

**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.**