

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8046  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Network Relations**

**DEPARTMENT**  
**Managed Care**

### Job Summary

This position is responsible for leadership and oversight of the provider network system for all plans operated by the Cook County Health and Hospitals System (CCHHS). This includes current and future government, exchange and commercial plans. The Director is responsible for leading all aspects of professional provider network development and management including network strategy, market expansion, contracting, provider relations and operations to support provider service, payment and provider education. Responsible for ensuring network compliance with government program contracts requirements. Work in partnership with the Directors of Operations and Medical Management to provide oversight, coordination and/or be directly responsible for financial, clinical, quality improvement, network performance analysis, capitation and eligibility and encounter reporting.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Support the Executive Director with the development and implementation of the CCHHS managed care strategic direction and major policies
- Responsible for the leadership, direction and oversight of the provider network system for government, exchange and commercial HMO products
- Lead the development and implementation of network strategies and goals to support program strategy and government program requirements
- Responsible for ensuring an adequate professional network is maintained in the service areas, identifying network deficiencies and developing appropriate action plans
- In partnership with the Director of Medical Management and Medical Director, lead the development of network related performance improvement initiatives through the design and implementation of provider incentive arrangements
- Responsible for overseeing and improving network management operations to achieve performance standards and budgets
- Responsible for representing CCHHS in interaction and negotiation and building and maintaining relationships with the provider network to achieve designed provider partnerships
- Ensure optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community and health plan partners
- Establish productive relationships with existing and emerging healthcare financing entities including, but not limited to, Medicaid, Medicare, health plans and other healthcare payers
- Conduct all of the above consistent with established ideals, standards, and policies of the health system and the ethics of the profession of health plan administration

### **Reporting Relationships**

The Director of Network Relations reports to the Executive Director of Managed Care.

### **Required Minimum Qualifications**

- Master's Degree

### **Required Minimum Qualifications (continued)**

- Ten (10) years of progressively responsible experience in the health care industry
- Seven (7) years of experience in position with demonstrated leadership/supervisory abilities and skills
- Familiarity and experience working for or with Federally Qualified Health Centers

### **Preferred Qualifications**

- Knowledge of managed care practices, utilization and care management, accounting, provider networking and member services
- Experience with government contracting
- In-depth knowledge of:
  - Relevant regulatory requirements associated with contracts including government program guidelines and regulations
  - Professional reimbursement methodologies, including full professional capitation and risk sharing/incentive plans
- Proficient in Word, Excel and PowerPoint

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

- Expert research, problem solving, and analytic skills, including the ability to analyze and understand health policy trends from the perspective of multiple Medicaid, Medicare and managed care policy and program stakeholders
- Strong writing and editing skills, including experience in developing short issue briefs and memos and longer reports, as well as the ability to explain complicated policy concepts and quantitative results in a concise manner
- Excellent verbal communication and presentation skills
- Advanced Word, Excel, and PowerPoint skills
- Ability to lead and work in teams with a positive, professional, and solution-oriented attitude
- Experience in managing complex projects and meeting deadlines

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8048  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Nursing, Ambulatory

### DEPARTMENT

Nursing Administration, Ambulatory

### Job Summary

The Director of Nursing, Ambulatory (DON) is responsible for providing clinical direction and leadership for effective management of nursing practice in the clinics and departments of the Ambulatory and Community Health Network.

The DON Executes leadership that is characterized by substantial and continuous responsibility and accountability for population groups or integrated programs that cross service and/or discipline lines, influence organizational mission and health care, and responsibility for outcomes. The Director of Nursing is responsible for administrative functions of assigned nursing units/programs/departments. He/she functions as an administrator, educator, coach and consultant utilizing management theory in collaboration with other services. Must establish and maintain effective relationships with all levels of the facility's personnel and relate effectively with patients, families, staff and the community as well as program and service leaders of the ACHN and other affiliates of CCHHS as needed. Key relationships with staff are needed to (1) Assist divisional directors, nurse managers and advanced nurse practitioners to carry out the functions and activities expected of them, (2) Contribute ideas and recommendations for the establishment of standards of care, policies, and objectives for the enhancement of patient care services for ACHN, (3) Assist in policy-making activities as related to customer service and the overall functioning of administrative and clinical programs, and (4) Collaborate with other health care staff to establish and maintain programs that cross service and/or discipline lines and influence organizational mission and health care.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

**Leadership** As a key member of ACHN Management, must provide leadership, vision, and direction for Nursing and all allied health personnel

#### **The DON must:**

- Communicate the overall mission, vision, values, and goals of CCHHS Nursing
- Establish and maintain an effective organizational structure that is consistent with CCHHS and ACHN vision and needs
- Demonstrate skill in administration with emphasis on strategic planning and broad policy development
- Collaborate with professional and non-professional disciplines to address issues that affect the delivery of care or nursing practice
- Serve as a patient advocate in all activities
- Be a key participant in regulatory and accreditation efforts
- Participate in annual budget preparation for ACHN and is responsible for monitoring and controlling expenditures
- Be an active member of CCHHS Nursing Leadership and enthusiastically participate in all programs and activities of the nursing service department

## **Typical Duties (continued)**

### **Management**

The DON must:

- Develop a management team who supports, carries forth the mission, vision, and values of the CCHHS
- Ensure the delivery of evidence-based nursing practice across the network
- Ensure the adherence to professional nursing practice standards for ACHN and ambulatory services
- Ensure multidisciplinary involvement in policy and procedure development
- Determine an appropriate staffing plan/staffing mix across the ACHN network
- Promote and encourage professional growth and development of all Nursing and allied health personnel
- Work with Professional Development staff to establish performance standards for assessment/reassessment of staff competency
- Develop and implement organizational strategies to address improvement in the delivery of nursing care
- Participate in the development and implementation of an outcome-driven process/performance improvement plan
- Maintain open and collaborative relationships with leadership and peers across the CCHHS
- Promote harmonious and constructive relationships across the system
- Project a positive image within the CCHHS

### **Reporting Relationships**

The Director of Nursing, Ambulatory reports to the Chief Nursing Officer. This position also has an operating relationship to the Chief Operating Officer, Ambulatory Services for day to day operations.

### **Required Minimum Qualifications**

- Licensed as a Registered Nurse in Illinois
- Graduate of an approved school of nursing
- Master's Degree in Nursing, Public Health, or related field such as Healthcare and/or Business Administration
- Three (3) years executive level administrative experience
- Five (5) years of progressive administrative/management experience in the specific area of practice (example ED/trauma management experience is required for the DON in ED/Trauma service) or equivalent nursing management experience in a related discipline required (Example 5 years' experience in critical care administration)
- Expert knowledge of nursing practice standards, state law, ambulatory regulations and accrediting standards

### **Preferred Qualifications**

- Previous experience working with organized labor

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

- Demonstrate excellent written and oral communication skills
- Demonstrate knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Demonstrate knowledge of current leadership, management, and quality improvement concepts and practices
- Demonstrate ability to effectively lead and manage change
- Demonstrate competence in coaching and mentoring for leadership development of direct reports

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8047  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Nursing, CCDPH

### DEPARTMENT

Nursing Administration, CCDPH

### Job Summary

The Director of Nursing, CDPH (DON) is responsible for providing clinical direction and leadership for effective management of nursing practice in the hospital, clinics, affiliates and departments of the Cook County Health and hospital system.

The DON executes leadership that is characterized by substantial and continuous responsibility and accountability for population groups or integrated programs that cross service and/or discipline lines, influence organizational mission and health care, and responsibility for outcomes. The Director of Nursing is responsible for administrative functions of assigned nursing units/programs/departments. He/she functions as an administrator, educator, coach and consultant utilizing management theory in collaboration with other services. Must establish and maintain effective relationships with all levels of the facility's personnel and relate effectively with patients, families, staff and the community as well as program and service leaders of the service, department and other affiliates of CCHHS as needed. Key relationships with staff are needed to (1) Assist divisional directors, nurse managers and advanced nurse practitioners to carry out the functions and activities expected of them, (2) Contribute ideas and recommendations for the establishment of standards of care, policies, and objectives for the enhancement of patient care services at CCHHS, (3) Assist in policy-making activities as related to customer service and the overall functioning of administrative and clinical programs, and (4) Collaborate with other health care staff to establish and maintain programs that cross service and/or discipline lines and influence organizational mission and health care.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

#### **Leadership**

As a key member of the nursing Management team, the DON must provide leadership, vision, and direction for Nursing and all allied health personnel

#### **The DON must:**

- Communicate the overall mission, vision, values, and goals of CCHHS Nursing
- Establish and maintain an effective organizational structure that is consistent with CCHHS' goals and needs
- Demonstrate skill in administration with emphasis on strategic planning and broad policy development
- Collaborate with professional and non-professional disciplines to address issues that affect the delivery of care or nursing practice
- Serve as a patient advocate in all activities
- Be a key participant in regulatory and accreditation efforts
- Participate in annual budget preparation for specific service/department or area of practice and is responsible for monitoring and controlling expenditures
- Be an active member of CCHHS Nursing Leadership and fully participate in all programs and activities of the nursing service department

## **Typical Duties (continued)**

### **Management**

The DON must:

- Develop a management team that supports and carries forth the mission, vision, and values of the CCHHS
- Ensure the delivery of evidence-based nursing practice across the system
- Ensure total compliance with professional nursing practice standards for patient care services
- Ensure multidisciplinary involvement in policy and procedure development
- Determine an appropriate staffing plan/staffing methodology for determining and monitoring staffing effectiveness
- Promote and encourage professional growth and development of all Nursing and allied health personnel
- Work with Professional Development staff to establish performance standards for assessment/reassessment of staff competency and onboarding for new hires
- Develop and implement organizational strategies to address improvement in the delivery of nursing care
- Participate in the development and implementation of an outcome-driven process/performance improvement plan
- Maintain open and collaborative relationships with leadership and peers across the CCHHS
- Project a positive image of the system's mission, vision and values within and outside CCHHS
- Demonstrate the highest level of professionalism in the work environment and serve as a role model for fellow health care employees

### **Reporting Relationships**

The Director of Nursing, CCDPH reports to the Chief Nursing Officer. This position also has an operating relationship to the Chief Operating Officer, CCDPH for day to day operations.

### **Required Minimum Qualifications**

- Licensed as a Registered Nurse in Illinois
- Graduate of an approved school of nursing
- Master's Degree in Nursing, Public Health, or related field such as Healthcare and/or Business Administration
- Three (3) years executive level administrative experience
- Five (5) years of progressive administrative/management experience in the specific area of practice (example ED/trauma management experience is required for the DON in ED/Trauma service) or equivalent nursing management experience in a related discipline required (Example 5 years' experience in critical care administration)
- Expert knowledge of nursing practice standards, state law, regulatory and accrediting organization standards (Example The Joint Commission standards for hospitals)

### **Preferred Qualifications**

- Previous experience working with organized labor

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

- Demonstrate excellent written and oral communication skills
- Demonstrate knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Demonstrate knowledge of current leadership, management, and quality improvement concepts and practices
- Demonstrate ability to effectively lead and manage change
- Demonstrate competence in coaching and mentoring for leadership development of direct reports

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8049  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Nursing, Cermak

### DEPARTMENT

Nursing Administration,  
Cermak Health Services

### Job Summary

The Director of Nursing, Cermak (DON) is responsible for providing clinical direction and leadership for effective management of nursing practice in the hospital, clinics, affiliates and departments of the Cook County Health and hospital system.

The DON executes leadership that is characterized by substantial and continuous responsibility and accountability for population groups or integrated programs that cross service and/or discipline lines, influence organizational mission and health care, and responsibility for outcomes. The Director of Nursing is responsible for administrative functions of assigned nursing units/programs/departments. He/she functions as an administrator, educator, coach and consultant utilizing management theory in collaboration with other services. Must establish and maintain effective relationships with all levels of the facility's personnel and relate effectively with patients, families, staff and the community as well as program and service leaders of the service, department and other affiliates of CCHHS as needed. Key relationships with staff are needed to (1) Assist divisional directors, nurse managers and advanced nurse practitioners to carry out the functions and activities expected of them, (2) Contribute ideas and recommendations for the establishment of standards of care, policies, and objectives for the enhancement of patient care services at CCHHS, (3) Assist in policy-making activities as related to customer service and the overall functioning of administrative and clinical programs, and (4) Collaborate with other health care staff to establish and maintain programs that cross service and/or discipline lines and influence organizational mission and health care.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

#### **Leadership**

As a key member of the nursing Management team, the DON must provide leadership, vision, and direction for Nursing and all allied health personnel

#### **The DON must:**

- Communicate the overall mission, vision, values, and goals of CCHHS Nursing
- Establish and maintain an effective organizational structure that is consistent with CCHHS' goals and needs
- Demonstrate skill in administration with emphasis on strategic planning and broad policy development
- Collaborate with professional and non-professional disciplines to address issues that affect the delivery of care or nursing practice
- Serve as a patient advocate in all activities
- Be a key participant in regulatory and accreditation efforts
- Participate in annual budget preparation for specific service/department or area of practice and is responsible for monitoring and controlling expenditures
- Be an active member of CCHHS Nursing Leadership and fully participate in all programs and activities of the nursing service department

## **Typical Duties (continued)**

### **Management**

The DON must:

- Develop a management team that supports and carries forth the mission, vision, and values of the CCHHS
- Ensure the delivery of evidence-based nursing practice across the system
- Ensure total compliance with professional nursing practice standards for patient care services
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- Determine an appropriate staffing plan/staffing methodology for determining and monitoring staffing effectiveness
- Promote and encourage professional growth and development of all Nursing and allied health personnel
- Work with Professional Development staff to establish performance standards for assessment/reassessment of staff competency and onboarding for new hires
- Develop and implement organizational strategies to address improvement in the delivery of nursing care
- Participate in the development and implementation of an outcome-driven process/performance improvement plan
- Maintain open and collaborative relationships with leadership and peers across the CCHHS
- Project a positive image of the system's mission, vision and values within and outside CCHHS
- Demonstrate the highest level of professionalism in the work environment and serve as a role model for fellow health care employees

### **Reporting Relationships**

The Director of Nursing reports to the CCHHS Executive Director of Nursing. This position also has an operating relationship to the Chief Operating Officer, Correctional Health Services for day to day operations.

### **Required Minimum Qualifications**

- Licensed as a Registered Nurse in Illinois
- Graduate of an approved school of nursing
- Master's Degree in Nursing, Public Health, or related field such as Healthcare and/or Business Administration
- Three (3) years executive level administrative experience
- Five (5) years of progressive administrative/management experience in the specific area of practice (example ED/trauma management experience is required for the DON in ED/Trauma service) or equivalent nursing management experience in a related discipline required (Example 5 years' experience in critical care administration)
- Expert knowledge of nursing practice standards, state law, regulatory and accrediting organization standards (Example The Joint Commission standards for hospitals)

### **Preferred Qualifications**

- Previous experience working with organized labor

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

- Demonstrate excellent written and oral communication skills
- Demonstrate knowledge of current theoretical approaches to the delivery of nursing care and trends in healthcare for hospitals, health care facilities and ambulatory care centers
- Demonstrate knowledge of current leadership, management, and quality improvement concepts and practices
- Demonstrate ability to effectively lead and manage change
- Demonstrate competence in coaching and mentoring for leadership development of direct reports

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

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Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8050  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Operations, Managed Care**

**DEPARTMENT**  
**Managed Care**

### Job Summary

The Director of Operations, Managed Care, oversees the Third Party Administrator (TPA) contractor as well as works with the Cook County Health & Hospitals System (CCHHS) financial planning staff and medical group leaders to develop, monitor, & evaluate operating costs and external expenditure budgets in order to ensure optimal financial and operational performance of the CCHHS managed care system. This position is responsible for managing all relations with the Managed Care TPA, which is an external, contracted entity.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Ensures the managed care operations are in alignment with the health system's mission, strategic business plan and related performance improvement expectations
- This position has primary accountability for directing, coordinating & assuring implementation of provider contracting through working with the third party administrator
- In conjunction with the TPA, develops & implements programs that support achievement of established patient satisfaction targets
- Develops and implements tools for monitoring and evaluating performance objectives and compliance for all contracts, including the TPA and provider contracts
- Manages and resolves operational issues, such as assuring claims are being paid in a timely manner, call centers are functioning properly, contracted providers are informed about managed care policies and procedures, etc.
- Identifies and monitors trends in enrollment, expenditures, etc.
- Develops and implements resolution plans pertaining to overall health plan operations
- Facilitates Plan requirements with managed care initiatives
- Analyzes & reports on the status of functional services and any care provided outside the health system
- Develops systems & approaches that integrate member health planning & care delivery to ensure the provision of the appropriate type & level of service in a timely manner
- Develops & implements contracting strategies consistent with overall strategy
- Responsible for care delivery strategy and operations, in partnership with the CCHHS managed care Medical Director and Director of Business Development
- Leads the development of departmental annual operating budgets. Includes membership, revenue, expense, and operating income, will be held accountable for achieving these objectives
- Assures that the implementation of provider contracts meet access, accreditation & regulatory requirements and are consistent with Managed care policies
- Achieves and exceeds performance expectations for Managed care operations consistent with TPA and provider contractual performance measures
- Performs other related duties as requested by the Executive Director of Managed Care

#### **Reporting Relationships**

The Director of Operations for Managed Care reports to the Executive Director of Managed Care.

### **Required Minimum Qualifications**

- Bachelor's degree
- Ten (10) years of relevant and progressive leadership/management experience in a complex healthcare environment required
- In depth knowledge of financial management and reimbursement systems
- Demonstrated ability to achieve results on both strategic and operational level
- Knowledge of provider reimbursement methodologies
- Working knowledge of quality assurance, resource management, health plan regulatory and licensing processes including federal and state laws and regulations

### **Preferred Qualifications**

- Prior experience in a leadership role within an urban, publicly supported, health system
- Prior experience working for or with Federally Qualified Health Centers

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

- Strong problem solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical as this position works closely with the TPA, other external customers, and internal members of the Managed care leadership team, internal finance and IT managers and other members of CCHHS leadership
- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCHHS leadership
- Strong project management skills
- Demonstrated ability to lead and manage change through the use of interpersonal skills such as negotiating, collaborating, and influencing
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Steven Glass  
Executive Director of Managed Care

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8051  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Organizational Development & Training

### Department

Human Resources

### Job Summary

The primary purpose of this position is to lead the overall learning and development function for the Cook County Health & Hospitals System (CCHHS) in a manner that supports the leadership team's efforts to achieve the organization's mission and operational goals, including the identification, establishment and implementation of organizational policies that support CCHHS' Mission and Strategic Direction as it relates to the Learning & Development needs of employees.

Under the direction of the Deputy Chief of Human Resources, this position works with CCHHS and Human Resource leaders, and key managers to assess and identify skill gaps and areas of learning opportunity. The Director of Organizational Development & Training is responsible for instituting new leadership development, performance management, and succession planning systems focused on achieving long term goals as well as addressing immediate development needs.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- The Director of Organizational Development & Training works collaboratively with CCHHS leadership to create the organization's learning vision and organizational development strategy appropriate for achieving the organizational mission, as well as the long and short term goals
- This position partners with Human Resources, operational leadership – both clinical and non-clinical and support services including IT, finance, and business services to identify areas in need of training and education, by example, leadership development, general performance improvement, or specific technical skills development positioning the organization to achieve
- Determines appropriate learning resources and delivery methods for adult learners. The Director of Development & Training determines the cost benefit of designing programs in-house or using external subject matter experts and is the primary interface with all vendors
- Provides daily supervision and direction to the learning and development team in the design and implementation of appropriate learning interventions and training programs
- Ensures the Learning & Development team is skilled and able to use contemporary learning delivery methods including: classroom facilitation, webcast, eLearning, on-line and paper based testing, individual coaching and consulting skills
- Establishes and monitors the performance management system for the various employee groups including administrative professionals, clinical staff, union and non-union administrative support positions. In partnership with CCHHS leadership determines appropriate performance criteria in alignment with organizational performance goals and critical skills
- Designs and implements a Succession Planning program to ensure availability of critical talent within the organization
- Oversees employee engagement survey process, communicates relevant information to upper management, able to facilitate feedback sessions. May be required to create customized assessment tool
- Supports Talent Acquisition team in continuous improvement of on boarding process
- Supports clinical and technology departments in the organization and delivery of annual required training

### **Typical Duties (continued)**

- Oversees the operating budget for Learning & Development department including programs addressing leadership development, competency and skill development
- Oversees the continuous improvement and effectiveness of the Learning & Development department

### **Reporting Relationship**

The Director of Organizational Development & Training reports to the Deputy Chief of Human Resources, working closely with CCHHS Leadership from various entity(ies).

### **Minimum Qualifications**

- Master's degree in Organizational Psychology, Organizational Development, Human Resource Management, Business, Social Services or related field
- Seven (7) years' experience as an HR Business Partner with a focus on organizational development or Seven (7) years' experience leading the organizational development function
- Five (5) years' experience in design and implementation of organizational assessment tools and client consultation on data interpretation
- Five (5) years' experience in the most current education and training theories and methodologies including both conventional (i.e., classroom) and contemporary (i.e., electronic learning management) approaches
- Five (5) years' experience in a management role
- Prior experience designing in-house programs such as Succession Planning, performance management systems, and designing employee engagement surveys
- Experience with statistical analysis and ability to consolidate and interpret results of organizational surveys

### **Preferred Qualifications**

- Seven (7) years' prior experience leading the organizational development functions in a Health Care, hospital or clinical environment, or in a higher education environment
- Five (5) years' prior experience conducting leadership training for medical, clinical personnel, or technical personnel
- Prior experience in strategic planning capacity
- Prior experience in health care, pharmaceuticals, health insurance and/or health care associations
- Prior health care regulatory experience (i.e., Joint Commission, OSHA, etc.)
- Appropriate training and certification to enable the incumbent to perform individual and organization wide skills and needs assessment
- Prior experience working for a government agency

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

- Positive interpersonal skills and the ability to build relationships with key leaders and managers

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong knowledge of adult learning theory, instructional design, learning technologies
- Familiar with quality and productivity tools
- Strong project management skills
- Ability to prepare departmental budgets
- Excellent communication skills to prepare written materials, correspond with administrative personnel, hospital personnel and the general public
- Ability to provide supervision, guidance and direction to staff
- Ability to work with a diverse employee population
- Knowledge of good office management principles, knowledge of good supervisory and training techniques
- Ability work well under pressure
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Analytical skills; problem-solving skills
- Conflict management skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Proficient in Microsoft Office products
- Flexibility and adaptability in performing work duties
- Ability to analyze data and provide recommendations
- Full understanding of regulatory and compliance requirements and ability to guide others in their application
- Knowledge of specific software program; strong knowledge of Microsoft Office Suite and other publication software
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8052  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Director, Patient Experience

**DEPARTMENT**  
Quality

### Job Summary

This Director will facilitate a system-wide approach to identify, recommend and launch strategies to improve the Cook County Health and Hospitals System's (CCHHS) patient experience. Collaborating with system leadership, this director will identify organizational needs, create and implement organizational policies, establish the strategic direction of the CCHHS Patient Experience in support of CCHHS' Mission. The Director will lead the deployment of initiatives across the organization to achieve measurable changes in organizational culture, policies, practices, environment and behaviors toward the goal of increasing patient satisfaction, retention and willingness to recommend our services.

The Director will monitor data on an ongoing basis and work with departments on improvement plans. Will provide orientation and education to staff on initiatives and continuously refine project efforts for scalability and adoption across the health system. Will participate in policy and/or procedure development to support the sustainment of practices over time. Will use relevant metrics to evaluate success of initiatives and modify efforts as indicated. Will be responsible for establishing and overseeing the patient experience operations review. Will establish a framework for sharing and adopting best practices.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### *Assess, benchmark and analyze patient satisfaction*

- Manage the System's Press Ganey contract and obtain survey results
- Analyze the significance of these results, compare key results to internal and external benchmarks, and track and trend selected results over time
- Facilitate leadership and team interpretation of the data and their relevance to the CCHHS strategic direction
- Deploy additional approaches to measure patient satisfaction as needed to understand the patient experience and gain sufficient information and insight to intervene effectively

### *Disseminate results*

- Communicate with system leadership regarding potential clinical and business implications of results in the context of organizational strategy and the larger competitive marketplace
- Collaborate with system leadership to disseminate patient satisfaction results, along with analysis of key findings and implications of results
- Draw on knowledge about federal regulations regarding measurement and utilization of patient satisfaction data in healthcare operations
- Collaborate with communications and marketing experts to assist with effective dissemination

### *Identify, launch and integrate patient experience initiatives across the system*

- Identify priority focus areas and recommend to system leadership key strategies with potential to improve the patient experience and survey results
- Facilitate a process for defining one or more approaches that can be effectively deployed to influence the patient experience, with key actions that can be initiated at the system level as well as actions that can be piloted at local level in response to findings

### **Typical Duties (continued)**

- Set goals, objectives, timelines and accountabilities for one or more initiatives
- Lead a process for communicating about practices that will enable local teams to define, launch and evaluate enduring initiatives to improve the patient experience in their area

#### *Drive organizational culture through a campaign approach*

- Assure coherence and consistency and in the way the organization communicates and demonstrates serious intent to improve the patient experience
- Record, disseminate and champion leading practices that generate improved satisfaction
- Facilitate the presentation of consistently respectful, welcoming, patient-centered messages, practices and environments

### **Reporting Relationships**

The Director of Patient Experience reports to the Chief Quality Officer.

### **Required Minimum Qualifications**

- Bachelor's degree
- Five (5) years professional experience in a management or leadership role in hospitality, customer service, process improvement, patient satisfaction, health administration, marketing, patient relations or related role

### **Preferred Qualifications**

- Master's degree
- Project management, organizational development, marketing or health administration experience

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

- Strong data analysis and benchmarking skills
- Excellent presentation skills and ability to select and arrange meaningful data elements to tell a complete story
- Ability to discern strategic content and effectively communicate critical information
- Strong interpersonal and team participation skills
- Strong team facilitation and conflict management skills
- Respect for the mission, goals and strategic direction of the organization
- Strong problem solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes.
- Strong interpersonal skills are critical as this position works closely with the TPA, other external customers, and internal members of the Managed care leadership team, internal finance and IT managers and other members of CCHHS leadership
- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCHHS leadership

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong project management skills.
- Demonstrated ability to lead and manage change through the use of interpersonal skills such as negotiating, collaborating, and influencing.
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Krishna Das  
Chief Quality Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8097  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Physician Assistant (PA) Services

### DEPARTMENT

Medical Administration

### Job Summary

The Director of Physician Assistant (PA) Services is responsible for the management of the Physician Assistants (PAs) at Cook County Health & Hospitals System (CCHHS). Acts as a liaison between PAs, physicians, administration, other departments and external groups. This position is accountable for strategic planning, coordination of PAs and communication of practices and policies. Collaborates on policy development, quality control and compliance. Participates in the annual review of the Physician Assistants. In addition, is responsible for performing clinical work and seeing patients.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Duties**

- Assists in the selection and evaluation of PAs. Oversees the training of new on clinical protocols and procedures. Defines job expectations and monitors productivity. Schedules and assigns PAs to maintain appropriate staffing and coverage
- Participates in development and implementation of quality improvement initiatives. Implements process improvement initiatives and procedures for PAs
- Develops and administers policies and procedures. Provides input to improve processes and patient outcomes
- In collaboration with the Executive Director, Nursing prepares budgets
- Ensures compliance with practice standards for the safe delivery and quality of care. Monitors and assures effective and safe implementation of clinical protocols
- Ensures PAs are compliant with licensure, certification requirements and supervision agreements. Assures PAs are compliance with JCAHO standards including OSHA. Ensures compliance with quality monitoring reports as required
- Serves as a liaison to hospital administration for issue related to Physician Assistants. Serves as a clinical expert and leadership consultant to the Hospital Leadership team regarding the role of PAs
- Performs the duties of a PA. Orders, performs and interprets diagnostic and therapeutic tests and procedures. Prepares patient treatment plans and prescribes medication. Makes appropriate referrals to other healthcare professionals and/or agencies

### **Reporting Relationships**

The Director of Physician Assistant (PA) Services reports to the Chief Medical Officer.

### **Required Minimum Qualifications**

- Graduate of Physician Assistant Program approved by Accreditation Review Commission (ARC)
- Physician Assistant Master's Degree
- Five (5) years as a practicing Physician Assistant
- Three (3) years management or supervisory experience in a healthcare setting

### **Required Minimum Qualifications (continued)**

- Current license as a Physician Assistant in the State of Illinois
- Current License for Prescriptive Authority
- Current Basic Life Support Certification
- Ability to perform advanced assessments, diagnosis and treatment procedures

### **Preferred Qualifications**

- Five (5) years management or supervisory experience in a healthcare setting
- Basic knowledge of regulatory compliance expectations and standards, such as JCAHO

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

- Excellent written and oral communications skills
- Ability to effectively communicate with patients/families, clinical and administrative staff
- Experience in planning, organization, and project management
- Ability to work collaboratively with multiple disciplines
- Respect and sensitivity for cultural diversity and working with employees, co-workers and patients
- Flexible and able to deal with ambiguity and change
- Ability to work well under pressure

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. Claudia Fegan

\_\_\_\_\_  
Date

---

Chief Medical Officer

Approval:

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Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8053  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Planning & Analysis**

**DEPARTMENT**  
**Administration**

### **Job Summary**

As health reform unfolds, the Cook County Health & Hospital System (CCHHS) will be required to maintain an acute understanding of the external environment and the CCHHS competitive position within this environment in order to fulfill its mission. The Director of Planning and Analysis will secure, analyze and interpret data that describe the organization and its position with the goal of helping decision-makers assess the significance and impact of strategic actions.

The Director will be responsible for providing analysis of external and internal data to support senior leadership and board members in decision-making with regard to strategic direction and approaches to carrying out the CCHHS Mission.

The Director will be a credible, reliable resource for accurate, timely information and analysis that improves the ability of CCHHS leadership to act decisively and nimbly in a dynamic, rapidly changing health sector environment.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

The Director of Planning and Analysis will be required to perform three types of activities—research, analysis and presentation—as follows

### *Environmental scanning and research*

- Secure information about the relative position of CCHHS, drawing information from external sources to support effective benchmarking and planning
- Identify data that can be obtained internally by the CCHHS business intelligence area to accurately respond to key questions and effectively portray the CCHHS position
- Identify creative avenues for securing external and internal sources of information that are useful for planning and decision-making
- Assist decision-makers to identify and obtain the right information that specifically and correctly addresses their questions and inquiries

### *Analysis*

- Identify areas of strength and opportunity for CCHHS as reflected by external and internal data
- Track and trend internal and external data to highlight patterns or changes that advance leadership knowledge or that require leadership intervention
- Interpret the significance of data, informing key audiences of the degree to which existing data fully inform their knowledge and understanding
- Develop scenarios for alternative approaches under consideration at CCHHS or potentially under development
- Provide input for planning initiatives, providing data and analysis to promote well-supported planning activity

### **Typical Duties (continued)**

#### *Presentation of information*

- Create lucid, engaging, logical presentations that convey coherent messages and respond directly to the need by decision-makers for well-supported analysis, assuring that conclusions are clear and emerge directly from the data presented
- Lay out slides and materials in an attractive way to facilitate understanding and use
- Provide the right level of information and analysis as appropriate to the need of varied audiences, with presentations that demonstrate sensitivity to the potential uses of the information and analysis
- Maintain an internal customer service orientation toward supplying, explaining and interpreting information, while also pro-actively presenting analysis that informs and enlightens

### **Reporting Relationships**

The Director of Planning & Analysis reports to the Deputy Chief Executive officer, Finance & Strategy and will work closely with the Director of Decision Support, Director(s) of Quality and other leaders to secure and present data that advance leadership knowledge and thought.

### **Required Minimum Qualifications**

- Bachelor's degree
- Five (5) years professional experience in a planning, analysis, project management, business intelligence, decision support or related role

### **Preferred Qualifications**

- Master's degree
- Health administration experience

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

- Strong analytic and business planning skills, able to assess external market factors and apply them to decision-making about strategy
- Research skills including statistical analysis
- Knowledge of the health sector and ability to assess the way in which data and analysis can best inform strategic health system decisions
- Excellent presentation skills, including speaking in front of groups
- Skill with graphical presentation of data and analysis, and ability to develop well-crafted documents that can serve as a free-standing explanatory resource
- Strong interpersonal, team facilitation, project management and team participation skills
- Ability to apply creativity and imagination to the key functions of the position in an under-resourced environment

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8054  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Director of Policy

**DEPARTMENT**  
Administration

### **Job Summary**

The Director of Policy provides leadership and administration in developing organizational capacity to identify advocacy and policy approaches under the direction of the Executive Director of Government Affairs. The Director of Policy will work with various key stakeholders at the national, state, and local levels in developing and implementing policy approaches to addressing health equity.

Will be in regular contact with and advise the Chief Executive Officer (CEO) and key leaders within the organization regarding State and Federal matters and how they impact the CEO's strategy.

This position is exempt from Career Service under the Cook County Health & Hospitals System (CCHHS) Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provide leadership, program development, and program management for public health policy activities and initiatives.
- Assure that the organization has a long-range policy plan to achieve its goals and objectives in a timely manner.
- Provide leadership in developing program, organizational, and financial plans in conjunction with the Chief Strategy Officer, Chief Clinical Integration Officer and Chief Financial Officer.
- Identify program components/strategies to achieve success.
- Engage in policy development.
- Develop and disseminate issue briefs/white papers on various policy issues.
- Maintain a working knowledge of significant trends in the field.

### **Reporting Relationships**

The Director of Policy reports to the Executive Director of Government Affairs.

### **Required Minimum Qualifications**

- Bachelor's Degree from an accredited college or university.
- Five (5) years' work experience in a governmental, public policy or health related field.

### **Preferred Qualifications**

- Master's level course work in health care policy.
- Experience working in a health policy role.
- Experience developing health policy at the regional, state or national level.

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

- Ability to converse knowledgeably and communicate effectively in writing on related matters.

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to work with others; excellent interpersonal skills in dealing with numerous individuals from various agencies as well as co-workers.
- Ability to lead and cooperate on team projects.
- Ability to manage policy strategic directions.
- Proven ability to identify and pursue opportunities for maintaining and/or expanding the funding base through grants and other funding sources.

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Letitia Close  
Executive Director of Government Affairs

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8055  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Programmatic Services & Innovation

### DEPARTMENT

Administration

### Job Summary

Under the direction of the Deputy Chief Executive Officer of Finance & Strategy, the Director of Programmatic Services & Innovation assists in the design and financial development of innovative health care programs and initiatives. The Director's primary focus is to leverage CCHHS's reputational, programmatic and financial assets through relationships with organizations that align with its mission, values and aims of improved health and quality of life. These alignment efforts will also identify merging trends and innovative ideas to accelerate and drive positive transformation change within the System.

The Director has direct supervisory responsibility for a Grant Writer, who provides assistance with these endeavors including the development and management of a portfolio of grant opportunities, donors and donor prospects and other partner relationships.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- With the aim of discovering new perspectives and emerging trends to drive CCHHS transformational change, develops and executes a CCHHS-wide strategy for engaging influential partners from diverse perspectives, national philanthropic and health and well-being organizations, businesses, community organizations, non-profits, civic leaders, researchers and others including those who don't necessarily see themselves as linked to health care; connects partners in an effort to strengthen shared joint abilities to help accomplish CCHHS priorities
- Supervises and manages the efforts of staff and resources supporting all phases of design and process improvement implementation
- Develops background and briefing materials to support outreach to build key strategic relationships that will help achieve CCHHS priorities
- Represents CCHHS at key events and meetings to accelerate progress toward CCHHS goals and increase awareness of current and proposed programs and services
- Directs market and partner related research and analysis to define, segment, prioritize and reach out to influential partners; translates research into practical, applicable knowledge and tactics to present information that encourages the adoption of new approaches and the bridging of business with health care issues
- Develops and coordinates a grant calendar; ensures grant applications and/or other funding applications meet application filing deadlines
- Develops and manages departmental policies and procedures, goals and objectives to develop relationships with partner institutions
- Monitors budget, expense reports or other financial data for fundraising functions and provides periodic reports using key metrics to measure effectiveness of fundraising efforts
- Ensures external acquired funding effectively supports the infrastructures of existing, new and proposed health care programs and initiatives; provides assistance with the design, development and implementation with the intent of improving health and quality of life within Cook County
- Works with CCHHS Communications department to develop promotional materials for relationship building purposes; secures speakers for charitable events and community meetings, secures commitments of participation or donation from individuals or corporate donors; identifies innovative donor acknowledgement and recognition opportunities and ensures that all gifts are appropriately and promptly recognized and acknowledged

### **Typical Duties (continued)**

- Ensures the creation and maintenance of a donor database and contribution file; establishes data entry standards to ensure data consistency and integrity; retrieves data and designs reports to analyze data supporting grants, fundraising, donor recognition and cultivation efforts
- Stays current with emerging trends and opportunities for positive change
- Must be able to travel as required to support the design and development of innovative health care programs and initiatives

### **Reporting Relationship**

The Director of Programmatic Services & Innovation reports to the Deputy Chief Executive Officer of Finance & Strategy

### **Minimum Qualifications**

- Bachelor's degree from an accredited college or university
- Five (5) years of experience leading healthcare financial development to include working with private business, major national philanthropy and national health and well-being organizations
- Three (3) years of experience with budgeting and expense management
- Experience in design and development of a health care program and initiative infrastructures
- Must be able to work flexible hours including evenings and weekends
- Must be able to travel as required to support the design and development of innovative health care programs and initiatives

### **Preferred Qualifications**

- Master's degree from an accredited college or university

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

- Knowledge of grant management including, budget personnel management and reporting
- Knowledge of the development and execution of fundraising plans
- Understanding of budget processes, controls, and expense Working knowledge of Raiser's Edge and/or other web-based fundraising software
- Excellent organizational skills and the ability to attend to details and meet firm deadlines
- Excellent writing and oral presentation skills with the ability to translate complicated materials into clear and simple language
- Strong supervisory/people management skills
- Strong critical thinker with excellent judgment and keen analytical and business strategy skills
- Strong project management skills with the ability to multi-task and work to deadline
- Ability to effectively and cost efficiently integrate external funds to support program and initiative infrastructure
- Ability to create and respond to novel and innovative approaches to change organizational systems and culture; forward thinker

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to turn research and data into relevant information and actionable strategy with the aim of driving and maximizing partnership opportunities
- Ability to work across internal and external teams with the ability to inspire others to work toward shared goals
- Ability to master and utilize tools and platforms for engagement, client management and social networking
- Ability to initiate and take responsibility for submittal of all aspects of grant parameters and deliverable
- Ability to work independently, as well as part of a team
- Ability to initiate contact and create partnerships with potential and current donors as well as establish and maintain positive relationships with same
- Ability to work in a multi-ethnic and multi-cultural environment
- Ability to maintain confidentiality
- Ability to work a flexible schedule to include evenings and weekends
- Must be able to travel as required to support the design and development of innovative health care programs and initiatives

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

---

Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8056  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Director of Project Management & Operational Excellence**

### DEPARTMENT

**Administration**

### Job Summary

Director of Project Management & Operational Excellence (PMOE) is one of the essential positions for system transformation and operational excellence. Director of PMOE leads the Project Management Office (PMO), which oversees and coordinates the initiative teams across the Cook County Health & Hospitals System (CCHHS). Director of PMOE will be responsible for supporting the project teams through all project phases: initiation, planning and design, execution, monitoring and completion. The PMOE ensures timely and effective communications across initiative teams and functions. Director of PMOE works with Initiative Sponsors to set metrics and targets and to track and report the progress of all initiatives. Director of PMOE is also responsible for managing, developing and coaching Project Managers, who are deployed to the initiative teams as needed. The Director of PMOE will cultivate and deploy the project management skills required to implement the Chief Executive Officer's (CEO) vision and build the critical business capabilities for CCHHS. Will also evaluate CCHHS' internal processes, continuously identifying improvement opportunities and structuring them into new projects.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Serves as primary communication link between PMO and the senior leadership team (led by the CEO)
- Acts as primary agent of change to ensure full value of priority initiatives is captured
- Achieves operational objectives by:
  - Contributing information and recommendations to strategic plans and reviews
  - Preparing action plans
  - Leading implementation of production, productivity, quality, and patient-service standards
  - Resolving problems and issues
  - Identifying trends
  - Determining system and process improvements
  - Implementing change
- Leads performance improvement projects (e.g. lean six sigma projects)
- Maintains comprehensive oversight of the initiatives' progress by:
  - Chairing weekly program office meetings and reviewing key initiatives
  - Managing and evolving the governance and tracking process for initiative projects across the transformation program
  - Resolve conflicts / problem resolution
- Coordinates the implementation of multiple change programs
- Prioritizes projects around scarce resources
- Shares lessons learned across projects
- Enforces standard tools and methodologies
- Ensures effective and efficient information flows between Initiative Sponsors and across functions
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments
- Other related duties as required for the efficient operation and performance reporting

### **Reporting Relationships**

The Director of Project Management & Operational Excellence reports to the Deputy Chief Executive Officer, Finance & Strategy. The Director of PMOE directly communicates with CEO and the senior leadership team on program management related issues.

### **Required Minimum Qualifications**

- Master's degree from accredited institution in Healthcare Administration, Business Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- Six (6) years of experience in project management role
- Prior relevant experience in driving change in a complex large organization
- Prior experience in a team environment in leadership roles
- Proficiency in Project Management methodologies and Process improvement
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

### **Preferred Qualifications**

- Four (4) years of experience in a health care administrative capacity, business / finance capacity or in a government setting
- Course work in Healthcare administration, medical office management
- Finance experience
- Prior work experience in a union environment

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

- Demonstrated project management skills
- Advocate for change and performance improvement
- Demonstrated ability to lead cross-function teams; ability to establish strong working relationships and to communicate effectively across different functions of the organization
- Strong interpersonal skills; Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Strong problem solving skills and result-oriented mentality
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8057  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Public Relations**

**DEPARTMENT**  
**Administration**

### Job Summary

Under the direction of the Executive Director of Communications,, the Director of Public Relations will provide strategic counsel and direction on public relations to support and advance the mission and goals of the Chief Executive Officer, Board and the Cook County Health & Hospitals System (CCHHS) and enhance the visibility of CCHHS' mission and services. Is responsible for developing and executing an integrated public relations strategy to promote CCHHS. Will help develop and pitch story ideas and build relevant and appropriate relationships throughout Cook County to support CCHHS' media efforts.

This position will extend the CEO's ability to engage and respond to clinical leaders across the organization to assure an exchange of information and viewpoints regarding the key strategies shaping the future of the organization. Will manage relationships with external parties, assuring they receive well-executed, thoughtful responses. The Director of Public Relations will also manage other high profile projects initiated by or directed to the CEO's office.

Will have regular direct contact with and advise the CEO and key leaders within the organization with regard to policy and messaging.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Performs responsibilities associated with strategic planning within CCHHS as assigned by the CEO, Board or Executive Director of Communications
- Develop and implement an organization-wide public relations plan
- Provide strategic counsel, briefings and support to the CEO to maximize CCHHS' visibility through his/her presence
- Actively seek opportunities to expand CCHHS' profile using public relations to reach appropriate audiences. This can include speaking opportunities, Cook County and/or CCHHS-sponsored events, strategic engagement of Board members, Senior Leaders, staff, volunteers, etc.
- Work closely with medical staff and CCHHS leadership to promote and highlight Health System Initiatives
- Leverages social new media technologies and other resources to expand CCHHS' visibility throughout the County
- Tracks all Public Relations efforts and measures the results
- Periodically reviews and revises the Public Relations strategy, evaluating its effectiveness and identifying new opportunities
- Schedules and coordinates high profile special events and projects
- Works closely with the Executive Team and advises departments on the optimum approach in public relations and communications and provides assistance in major event planning
- Posts public information programs on the CCHHS webpage
- Must be available in the evenings and on weekends to assist with and respond to Public Relations matters
- Performs related work as required
- The incumbent will work effectively and collaboratively in support of building a team-based, problem-solving work culture

### **Typical Duties (continued)**

- Perform all duties appropriately for a multi-cultural environment, treating all persons with dignity and respect, and be familiar with and committed to the mission and goals of CCHHS
- Serve as a professional and conscientious representative of CCHHS, maintaining confidentiality of appropriate information
- Will assist and support to maintain CCHHS' webpage and intranet site; works with key leaders to update appropriate sections of the sites and works closely with Information Systems when and as needed
- Liaison to clinical and other leaders—Identify and clarify key issues for information sharing; develop communication modalities; and develop a calendar for engagement across the CEO, clinical leadership and other key CCHHS offices
- Assure that clinical chairs and other lead clinicians have the opportunity to hear about, inform and shape the organization's strategic direction
- Manage and respond to inquiries, comments, suggestions, complaints & compliments that are directed to the CEO through public communications portal on the website
- Develop an implementation plan and manage the processes associated with special projects initiated by the CEO; this might include employee recognition in special circumstances that merit CEO attention
- Identify appropriate organizational senior leaders and physicians who can represent CCHHS and brief them on their engagements
- Serve as a liaison to visitors requested by the Cook County Board President and other business, civic and governmental leaders wishing to become more knowledgeable about CCHHS through first-hand contact with our system; set agendas, organize speakers, and develop materials that respond to visitors' needs
- Serve as a first point of contact for external inquiries directed to the CEO for information about CCHHS, potential collaborations, and orientation to the CCHHS strategic direction
- Maintain relationships with key funders on behalf of the CEO; represent the CEO regarding allocation of gifts to CCHHS

### **Reporting Relationships**

The Director of Public Relations reports to the Executive Director of Communications.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's or advanced degree
- Five (5) years' experience in public relations as a communications professional
- Experience in video production and print communication
- Experience using social media platforms
- Solid administrative skills, including strong computer skills
- Proficiency with Microsoft Word, PowerPoint, email (Outlook), Internet and Excel
- Prior experience in strategic planning
- Prior experience in managing websites and intranet pages

### **Preferred Qualifications**

- Working knowledge of the operations, policies, and procedures of a health system
- Prior experience in a healthcare setting

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

- Strong project management and planning skills
- Strong analytical skills
- Ability to think creatively
- Results driven leadership and management skills; demonstrated success in leading through influence
- Strong interpersonal and organizational skills with multi-tasking capabilities
- Exceptional written and verbal communications skills
- Ability to effectively interface and communicate with a wide range of constituencies
- Ability to administratively plan, prioritize and organize a large volume of work in a timely and efficient manner
- Ability to manage multiple projects from inception to completion
- Ability to work effectively with local media, other employees and professionals, elected officials, and the general public
- Ability to work in fast-paced environment with tight deadlines
- Ability to meet deadlines
- Ability to be flexible, manage multiple priorities,
- Ability to build and maintain strong relationships

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Caryn Stancik  
Executive Director of Communications

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Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

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Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8091  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Director of Public Safety & Security**

### Department

**Administration**

### Job Summary

The Director of Public Safety and Security is an integral member of the Cook County Health and Hospitals System (CCHHS) Business Operations team with specific responsibility for the direction and management of public safety and security for all main campus buildings, ACHN clinics, and affiliated hospitals. The flagship hospital of CCHHS, John H. Stroger, Jr. Hospital of Cook County, is an urban hospital and level three trauma center serving a vulnerable and diverse population, providing emergency services to this population 24 hours a day. The Director will provide leadership for the safety and security operation in a manner that creates an overall culture of safety for all employees, patients, and visitors of all CCHHS buildings and facilities.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- The Director of Public Safety and Security works in collaboration with the operations team and various administrators to plan, organize, and direct a comprehensive public safety and security operation ensuring public safety objectives are met in accordance with CCHHS goals
- Establishes policies and procedures to guide safety and security efforts in protecting and assisting staff, visitors, and patients as they go about their activities within the healthcare environment
- Provides direction to hospital security personnel and members of law enforcement staff on hospital premises to ensure all staff act in accordance with professional standards and protocols of safety with respect to incident prevention, investigations, parking enforcement, emergency response actions, and all related standards of public and patient safety
- Conducts performance reviews of safety and security staff as well as contractors. Represents the department in all labor disputes of union negotiations. This is a confidential position
- Builds relationships with and coordinates with City, County, and federal law enforcement officers where activities of public peace and safety are involved
- Ensures all incidents and arrest activities are thoroughly and appropriately investigated, documented, and communicated to appropriate stake holders in a timely manner
- Works in cooperation with Director of Life Safety to prepare the organization for emergency response

#### **Decision-Making:**

- Is responsible for all decisions that affect the public safety and security of employees and patients at CCHHS buildings and facilities. This includes using discretion regarding when to seek assistance from outside law enforcement authorities

#### **Confidentiality:**

- This position has access to confidential information regarding issues of safety and security including pending litigation or liability disputes, as well as access to all personnel information including pay and labor disputes

### **Reporting Relationship**

The Director of Public Safety & Security reports to the Executive Director of Facilities.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's (or higher level) degree
- Seven (7) years of experience in public safety and security
- Three (3) years of management experience in a public safety or security role
- Three (3) years of experience in hospital or campus safety and security

### **Required Minimum Qualifications (continued)**

- Knowledge of the state and federal regulatory agencies that control the actions and policies of the hospital with regards to security, safety, and emergency management
- Knowledge of criminal and civil laws in the State of Illinois
- Prior experience working with emergency response and life safety initiatives
- Prior experience in a security or safety capacity serving a diverse community
- Prior work experience in a unionized environment
- Meet the annual minimum firearms qualifications as specified by the State of Illinois
- Current and valid State of Illinois driver's license and security vehicle operator's license
- Current and valid Firearm Owner Identification (FOID)
- Certified Healthcare Protection Administrators (CHPA) through the International Association of Health Care Security and Safety or eligible to be certified within one year of hire date
- Successful completion of National Incident Management System (NIMS) training program or eligible for completion within three years of hire date, required
- Certified as a law enforcement officer in the State of Illinois, or eligible for certification within one year of hire

### **Preferred Qualifications**

- Ten (10) years of experience in public safety and security
- Prior experience in a hospital, medical center, health care organization or related industry
- Basic knowledge of Spanish language

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

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Strong interpersonal skills: must be able to communicate with and build relationships with hospital administrators and local law enforcement agencies
- Analytical skills, problem solving skills: demonstrated ability to problem solve effectively and in an objective manner
- Conflict management skills: demonstrated ability to handle incidents in a manner that is focused on de-escalating problem
- Strong decision making skills: demonstrated ability to make decisions in an emergency or possibly violent situation
- Flexibility and adaptability in performing work duties
- Knowledge of specific equipment, specify: Operating safety vehicles and appropriate security weapons

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Samuel Williams  
Executive Director of Facilities

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8058  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Director of Quality, Ambulatory

**DEPARTMENT**  
Ambulatory Services

### Job Summary

*Cook County Health & Hospitals System (CCHHS) is the third largest public hospital system in the nation. The System cares for over 25,000 inpatients annually and has almost 1 million clinic visits per year. The System is committed to excellence in the Quality of care provided to its patients and seeks to demonstrate this quality by full accreditation from Joint Commission as an ambulatory site and as a Primary Care Medical Home. The goal of constant readiness requires an understanding of regulatory requirements, policies and clinical processes to optimize preparedness, and requires a full time qualified Quality Director.*

The Director of Quality, Ambulatory is a health care professional with experience in directing quality and safety efforts in the ambulatory setting. Reports to the Chief Operating Officer, Ambulatory for operational and logistical details; reports to the Chief Quality Officer for strategic and policy details. Provides organizational direction and oversight of quality metric reporting. Provides oversight of the ambulatory patient safety program including the reporting and analysis of sentinel events and the development and implementation of the ambulatory patient safety plan. Leads continual readiness efforts in ambulatory sites across the system, including policy review, tracer activities, staff education and survey preparation and oversight. Perform other duties assigned by the COO or the Chief Quality Officer.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Initiates and oversees the development of a comprehensive safety/quality/and PI program inclusive of the analysis and trending of data
- Provide strategic oversight for quality committees with accountability for distribution of organizational communication
- Provides annual reports when and as needed regarding Performance Improvement and Quality programs
- Assesses entity compliance with accreditation standards and regulations related in collaboration with entity leadership and staff
- In conjunction with the medical staff and system leadership, directs and coordinates quality/performance improvement initiatives
- Ensures competent staff orientation and development programs
- Fosters and maintains collaborative relationships within CCHHS and with external agencies, purchasers, and stakeholders related to quality/performance initiatives
- Regularly communicates PI and quality activities to leadership and staff
- Manages department budget and determines fiscal requirements and prepares budgetary recommendations

### **Reporting Relationships**

The Director of Quality, Ambulatory reports to the Chief Quality Officer.

### **Required Minimum Qualifications**

- Master's or higher level degree in Nursing or Advanced Nurse Practitioner or MD degree from an accredited college or university
- Five (5) years' clinical experience in the ambulatory setting
- Five (5) years' experience in key roles in quality improvement at a system level

### **Preferred Qualifications**

- 2 years of leadership at a Director/ Administrative level preferred
- Ability to adapt and thrive in a complex organizational environment
- Ability to function independently and under time constraints
- Previous experience in clinic administration in ambulatory or primary care settings
- Additional certification or coursework in quality or patient safety

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

- Excellent leadership skills with operational experience in regulatory, safety, care management and related fields
- Detailed knowledge of the regulatory environment including Joint Commission standards, requirements for PCMH certification, and CMS conditions of participation
- Outstanding written and verbal communication skills
- Must be detail oriented and have high standards of accuracy
- Experience working with Cerner Electronic Medical Record Systems
- Proficient in Microsoft Word and PowerPoint

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Krishna Das  
Chief Quality Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8059  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Regional Operations, Central Campus

### DEPARTMENT

Ambulatory Services

### Job Summary

As a member of the leadership team, the Director of Regional Operations, Central Campus provides plans, organizes, directs and coordinates the ambulatory operations for Fantus and Specialty Care services to facilitate the provision of clinical and health services for patients. This position is responsible for all aspects of the development, operations, budget, and performance management of multiple clinics within the region and for exercising direct and indirect supervision over assigned managerial, professional, technical and clerical staff. Reporting to the Chief Operating Officer, Ambulatory Services the Director recommends, develops, implements and evaluates goals, objectives, policies and procedures related to these operations in order to achieve short and long term objectives and to advance the mission of Cook County Health and Hospitals System (CCHHS).

The Director will facilitate, direct, and coordinate activities and programs designed to improve patient access to care that is patient centered, coordinated, high quality and cost effective care delivery system.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### **Administrative Practices and Site Operations**

- Assures implementation of system-wide and regional strategic initiatives and policies
- Participates in formulating clinical policies, setting management objectives, and developing and evaluating programs, systems and services
- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Develops and maintains collaborative relationships between the Health Center and community based organizations
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Contributes to the development of a workplace Culture of Safety for patient, staff and visitors
- Maximizes patient access and by creating efficient workflow and scheduling that support the patient center medical home model care delivery
- Coordinates and integrates all operations including: Clinical services and related resource allocation; Patient concerns and complaints; HR and Labor issues; Contracted Services; Information Technology; Patient Transportation
- Maintains awareness of activities at centers through frequent visits to CCAC Clinics or program, holds routine staff meetings

### **Personnel Management**

- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- Supervise non clinical managers, facilities staff based at Fantus and Specialty Care centers
- Responsible for hiring, terminating, issuing discipline, conducting performance evaluations for direct reports

### **Typical Duties (continued)**

- Promotes collaboration while working to achieve collective outcomes; is inclusive of peers &/or key stakeholders when making decisions that affect operations
- In cooperation with leadership team, Director establishes performance goals for staff and conducts performance reviews on a scheduled basis
- Maintains confidentiality of all site administrative / office personnel records and personnel actions. Has knowledge of all employee labor disputes and grievances. Acts as management representative for any employee complaint or grievance

### **Financial Management**

- Develops long range financial plan and recommends annual budget with appropriate staffing levels for area of responsibility. Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- Maintains information infrastructure that supports analysis of clinical and financial data
- Monitors all financial operations to ensure the facility utilizes its resources in a fiscally responsible manner. Authorizes purchases, distributions, contracts and other transactions within limits established
- Participates in the development and management of the budgets for CCAC programs in the region
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices

### **Planning and Regulatory Compliance**

- Responsible developing and implementing the strategic plan for CCAC sites to achieve institutional goals
- Responsible for promoting the patient service delivery models while maximizing patient access and flow by coordinating all clinical and office operations and workflow to staff
- Oversees accuracy and establish systems to assure efficient use of electronic systems and integrity of the data coming from CCAC programs
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.). Responsible for assuring that all systems are in good working order at all times

### **Patient Experience and Operations**

- Oversees all aspects of patient experience to achieve high patient satisfaction ratings
- Monitors workflow of clinical and administrative staff through routine review of scheduling personnel assignments, work schedules, vacations and personal leaves, to ensure appropriate levels of staffing for clinic patient volume

### **Communications**

- Serves on committees, boards and task forces as requested by Chief Operating Officer, Ambulatory Services
- Prepares and generates performance reports for the CCAC clinics and programs in an accurate and timely manner

### **Typical Duties (continued)**

#### **Policies & Procedures**

- Establish ongoing and adhoc training for administrative staff as needed to meet objectives
- Participate in the coordination of staff credentialing process as necessary

Other related duties as required for the efficient operation and performance reporting

### **Reporting Relationship**

The Director of Regional Operations, Central Campus reports to the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's degree from accredited institution in Healthcare Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- Seven (7) years' experience in progressive management roles
- Five (5) years of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management
- Demonstrated experience with Electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

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

- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations, and continuously measures performance. Maintains focus on priorities
- Proactively meets challenges and achieves solutions through collaboration
- Demonstrate the ability to analyze health care operations and make creative improvements
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively with PCMH leadership team, primary care site leaders, PMH physicians and clinicians, behavioral health team members, patients and families

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8060  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Director of Regional Operations, North/West Cluster**

### DEPARTMENT

**Ambulatory Services**

### Job Summary

As a member of the leadership team, the Director provides plans, organizes, directs and coordinates the operations of regional sites to facilitate the provision of clinical and health services for patients. This position is responsible for all aspects of the development, operations, budget and performance management of multiple clinics within the region and for exercising direct and indirect supervision over assigned managerial, professional, technical and clerical staff. Reporting to the Chief Operating Officer, Ambulatory Services, the Director recommends, develops, implements and evaluates goals, objectives, policies and procedures related to these operations in order to achieve short and long term objectives and to advance the mission of the Cook County Health and Hospitals System (CCHHS).

The Director will facilitate, direct, and coordinate activities and programs designed to improve patient access to care that is patient centered, coordinated, high quality and cost effective care delivery system.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### **Administrative Practices and Site Operations**

- Assures implementation of system-wide and regional strategic initiatives and policies
- Participates in formulating clinical policies, setting management objectives, and developing and evaluating programs, systems and services
- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Develops and maintains collaborative relationships between the Health Center and community based organizations
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Contributes to the development of a workplace Culture of Safety for patient, staff and visitors
- Maximizes patient access and by creating efficient workflow and scheduling that support the patient center medical home model care delivery
- Coordinates and integrates all operations including: Clinical services and related resource allocation; Patient concerns and complaints; HR and Labor issues; Contracted Services; Information Technology; Patient Transportation
- Travels to centers and patient care facilities as required. Maintains awareness activities at centers through frequent visits to each clinic, holds staff meetings

### **Personnel Management**

- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- Supervise non clinical managers, facilities staff based at health centers
- Responsible for hiring, terminating, issuing discipline, conducting performance evaluations for direct reports
- Promotes collaboration while working to achieve collective outcomes; is inclusive of peers &/or key stakeholders when making decisions that affect operations
- In cooperation with leadership team, Director establishes performance goals for staff and conducts performance reviews on a scheduled basis

### **Typical Duties (continued)**

- Maintains confidentiality of all site administrative / office personnel records and personnel actions. Has knowledge of all employee labor disputes and grievances. Acts as management representative for any employee complaint or grievance

#### **Financial Management**

- Develops long range financial plan and recommends annual budget with appropriate staffing levels for area of responsibility Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- Maintains information infrastructure that supports analysis of clinical and financial data
- Monitors all financial operations to ensure the facility utilizes its resources in a fiscally responsible manner. Authorizes purchases, distributions, contracts and other transactions within limits established
- Participates in the development and management of the budgets for centers in the region
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices

#### **Planning and Regulatory Compliance**

- Responsible developing and implementing the strategic plan within the clinics to achieve goals
- Responsible for promoting the patient service delivery models while maximizing patient access and flow by coordinating all clinical and office operations and workflow to staff
- Oversees accuracy and establish systems to assure efficient use of electronic systems and integrity of the data coming from centers
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.). Responsible for assuring that all systems are in good working order at all times

#### **Patient Experience and Operations**

- Oversees all aspects of patient experience to achieve high patient satisfaction ratings
- Monitors workflow of clinical and administrative staff through routine review of scheduling personnel assignments, work schedules, vacations and personal leaves, to ensure appropriate levels of staffing for clinic patient volume

#### **Communications**

- Serves on committees, boards and task forces as requested by Chief Operating Officer, Ambulatory Services
- Prepares and generates performance reports for the region in an accurate and timely manner

#### **Policies & Procedures**

- Establish ongoing and adhoc training for administrative staff as needed to meet objectives
- Participate in the coordination of staff credentialing process as necessary

Other related duties as required for the efficient operation and performance reporting

### **Reporting Relationships**

The Director of Regional Operations, North/West Cluster reports to the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's or higher level degree
- Seven (7) years' experience in progressive management roles
- Five (5) years of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management
- Demonstrated experience with electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

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

- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations, and continuously measures performance. Maintains focus on priorities
- Proactively meets challenges and achieves solutions through collaboration
- Demonstrate the ability to analyze health care operations and make creative improvements
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively with PCMH leadership team, primary care site leaders, PMH physicians and clinicians, behavioral health team members, patients and families
- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8061  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Regional Operations, Oak Forest Health Center  
/ South Suburban Cluster

### DEPARTMENT

Ambulatory Services

### Job Summary

As a member of the leadership team, the Director of Regional Operations, Oak Forest Health Center and South Suburban Cluster (OFHC/SSC) provides, plans, organizes, directs and coordinates the operations of OFHC/SSC sites to facilitate the provision of clinical and health services for patients. This position is responsible for all aspects of the development, operations, budget and performance management of multiple clinics within the region and for exercising direct and indirect supervision over assigned managerial, professional, technical and clerical staff. Reporting to the Chief Operating Officer, Ambulatory Services, the Director recommends, develops, implements and evaluates goals, objectives, policies and procedures related to these operations in order to achieve short and long term objectives and to advance the mission of the Cook County Health and Hospitals System (CCHHS).

The Director will facilitate, direct, and coordinate activities and programs designed to improve patient access to care that is patient centered, coordinated, high quality and cost effective care delivery system.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### **Administrative Practices and Site Operations**

- Assures implementation of system-wide and regional strategic initiatives and policies.
- Participates in formulating clinical policies, setting management objectives, and developing and evaluating programs, systems and services.
- Actively participates in community activities that promote the facility's mission, philosophy, and values.
- Develops and maintains collaborative relationships between the Health Center and community based organizations.
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures.
- Contributes to the development of a workplace Culture of Safety for patient, staff and visitors.
- Maximizes patient access and by creating efficient workflow and scheduling that support the patient-centered medical home model care delivery.
- Coordinates and integrates all operations including: Clinical services and related resource allocation; Patient concerns and complaints; HR and Labor issues; Contracted Services; Information Technology; Patient Transportation.
- Travels to centers and patient care facilities as required. Maintains awareness activities at centers through frequent visits to each clinic, holds staff meetings.

### **Personnel Management**

- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- Supervise non clinical managers, facilities staff based at OFHC/SS centers
- Responsible for hiring, terminating, issuing discipline, conducting performance evaluations for direct reports

### **Typical Duties (continued)**

- Promotes collaboration while working to achieve collective outcomes; is inclusive of peers &/or key stakeholders when making decisions that affect operations
- In cooperation with leadership team, Director establishes performance goals for staff and conducts performance reviews on a scheduled basis
- Maintains confidentiality of all site administrative / office personnel records and personnel actions. Has knowledge of all employee labor disputes and grievances. Acts as management representative for any employee complaint or grievance

### **Financial Management**

- Develops long range financial plan and recommends annual budget with appropriate staffing levels for area of responsibility. Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- Maintains information infrastructure that supports analysis of clinical and financial data
- Monitors all financial operations to ensure the facility utilizes its resources in a fiscally responsible manner. Authorizes purchases, distributions, contracts and other transactions within limits established
- Participates in the development and management of the budgets for centers in the region
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices

### **Planning and Regulatory Compliance**

- Responsible developing and implementing the strategic plan for OFHC/SS sites to achieve institutional goals
- Responsible for promoting the patient service delivery models while maximizing patient access and flow by coordinating all clinical and office operations and workflow to staff.
- Oversees accuracy and establish systems to assure efficient use of electronic systems and integrity of the data coming from centers
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records.
- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.). Responsible for assuring that all systems are in good working order at all times

### **Patient Experience and Operations**

- Oversees all aspects of patient experience to achieve high patient satisfaction ratings
- Monitors workflow of clinical and administrative staff through routine review of scheduling personnel assignments, work schedules, vacations and personal leaves, to ensure appropriate levels of staffing for clinic patient volume

### **Communications**

- Serves on committees, boards and task forces as requested by Chief Operating Officer, Ambulatory Services
- Prepares and generates performance reports for the OFHC/SS region in an accurate and timely manner

### **Typical Duties (continued)**

#### **Policies & Procedures**

- Establish ongoing and adhoc training for administrative staff as needed to meet objectives
- Participate in the coordination of staff credentialing process as necessary

Other related duties as required for the efficient operation and performance reporting.

### **Reporting Relationships**

The Director of Regional Operations Oak Forest Health Center / South Suburban Cluster reports to the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's or higher level degree
- Seven (7) years' experience in progressive management roles
- Five (5) years of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management
- Demonstrated experience with Electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

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

- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings.
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations, and continuously measures performance. Maintains focus on priorities.
- Proactively meets challenges and achieves solutions through collaboration.
- Demonstrate the ability to analyze health care operations and make creative improvements.
- Demonstrated ability to work in a team based environment, and to lead and motivate teams.
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively with PCMH leadership team, primary care site leaders, PMH physicians and clinicians, behavioral health team members, patients and families.
- Ability to communicate in a confidential and HIPAA compliant manner.

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times.
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills.
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint).

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8062  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Regional Operations, South Cluster

### DEPARTMENT

Ambulatory Services

### Job Summary

Under the direction of the Chief Operating Officer, Ambulatory Services, the Director of Regional Operations, South Cluster is a key member of the Ambulatory Service leadership team. As such is key to fulfilling the mission of the Patient-Centered Medical Home model. This position is responsible for the implementation of operational policies and procedures ensuring an efficient and positive care experience for the patient population. Working closely with Outpatient leadership, the Director is responsible for building effective partnerships and promoting collaborative relationships within the health centers, and throughout the community

The Director will facilitate, direct, and coordinate activities and programs designed to improve patient access to care that is patient centered, coordinated, high quality and cost effective care delivery system.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### **Administrative Practices and Site Operations**

- Assures implementation of system-wide and regional strategic initiatives and policies
- Participates in formulating clinical policies, setting management objectives, and developing and evaluating programs, systems and services
- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Develops and maintains collaborative relationships between the Health Center and community based organizations
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Contributes to the development of a workplace Culture of Safety for patient, staff and visitors
- Maximizes patient access and by creating efficient workflow and scheduling that support the patient center medical home model care delivery
- Provides leadership and direction to site operations leaders/managers. Ensures adherence to administrative policies, practices, and procedures for the assigned clinic or clinics
- Promotes collaboration while working to achieve collective outcomes; is inclusive of peers &/or key stakeholders when making decisions that affect operations
- In cooperation with leadership team, Director establishes performance goals for staff and conducts performance reviews on a scheduled basis
- Oversees budget for area of responsibility and provides guidelines for staff. Works with site managers for staffing, office supplies, equipment maintenance costs and related operating expenses
- Monitors all financial operations to ensure the facility utilizes its resources in a fiscally responsible manner. Authorizes purchases, distributions, contracts and other transactions within limits established
- Establishes billing practice oversight and monitors compliance with billing procedures according to CCHHS billing practices
- Maintains confidentiality of all site administrative/office personnel records and personnel actions. Has knowledge of all employee labor disputes and grievances. Acts as management representative for any employee complaint or grievance
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records

### **Typical Duties (continued)**

- Ensures strict compliance with all Federal and State regulatory and accrediting bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA etc.)
- Coordinates and integrates all operations including: Clinical services and related resource allocation; Patient concerns and complaints; HR and Labor issues; Contracted Services; Information Technology; Patient Transportation
- Other related duties as required for the efficient operation and performance reporting.

### **Reporting Relationships**

The Director of Regional Operations, South Cluster reports to the Chief Operating Officer, Ambulatory Services

### **Required Minimum Qualifications**

- Master's degree from accredited institution in Healthcare Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- Seven (7) years' experience in progressive management roles
- Five (5) years of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management
- Demonstrated experience with Electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

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

- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations, and continuously measures performance. Maintains focus on priorities
- Proactively meets challenges and achieves solutions through collaboration
- Demonstrate the ability to analyze health care operations and make creative improvements
- Demonstrated ability to work in a team based environment, and to lead and motivate teams

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8063  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Revenue Cycle**

**Department**  
**Finance**

### **Job Summary**

Reporting to the Chief Financial Officer - CCHHS, the Director of Revenue Cycle Operations is responsible for assessing, directing, and coordinating the revenue management functions and resources of the Cook County Health & Hospitals System (CCHHS) to improve core revenue integrity and the protection of assets for the organization. This position is responsible for all functions which contribute to the accurate and efficient capture, management, and collection of patient service revenue.

In this regard, the Director of Revenue Cycle Operations will develop and deploy a comprehensive revenue cycle infrastructure to enhance revenue performance and sustain a culture of accountability within CCHHS. Key to the success of this position will be recognition that the role, in addition to direct oversight of certain departments, is a position of influence with responsibility for achieving results through others. Key performance indicators will be reflected in improvement in the following: days of revenue in A/R, both billed and unbilled; day of cash on hand; A/R aging; bad debt and charity; denials; third party vendor performance; coding compliance; automation; staff performance; customer satisfaction; and other areas critical to the CCHHS mission.

The Director of Revenue Cycle Operations is responsible for the total coordination and management of the CCHHS revenue cycle including the functional areas of patient access (scheduling and registration), Central Business Office, health information management, and revenue integrity. This position is also responsible for maintaining and enhancing physician and patient relations and creating an environment conducive to overall growth and system integration. The ability to work effectively with other revenue cycle stakeholders in finance, information systems, planning, nursing, contracting, and case management will be essential.

The Director of Revenue Cycle Operations is expected to demonstrate, through plans and actions, that there is a consistent standard of excellence to which all departmental work is expected to conform. Such a standard should be based on establishing and maintaining a constancy of purpose, focusing on continuous improvement within the Director's area of influence, and delivering the highest degree of quality service possible.

This position is exempt from Career Service under CCHHS Personnel Rules.

## **Typical Duties**

### **General Administrative Responsibilities**

#### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Achieves annual and periodic goals for significant statistical indicators of revenue cycle performance and for the organization's overall financial performance
- Incorporates the facility's values into all business staff development practices and all departmentally directed activities
- Completes various financial forecasts and long-range strategic plans for the organization
- Oversees external audits with public accounting firms and third-party auditors as they relate to the revenue cycle. Mediates and resolves conflicts and issues when necessary to maintain the highest level of integrity for CCHHS
- Oversees external vendor relationships, programs and systems
- Maintains appropriate internal controls over all revenue cycle departments
- Recommends innovative programs to meet the demands and expectations of management, physicians, patients and employees

### **Typical Duties (continued)**

- Oversees compliance with relevant regulations, standards, and directives from regulatory agencies and third-party payers
- Works collaboratively with CCHHS Information Systems to maintain the integrity of financial and clinical information
- Direct ongoing programs for staff development, which includes working with union representation and Human Resources
- Responsible for hiring and training future CCHHS revenue cycle leaders, communicating regularly and effectively with subordinates and superiors regarding the status and condition of the revenue cycle
- Responsible for developing and leading multi-disciplinary patient financial services teams to enhance quality and efficiency
- Adheres to all CCHHS and facility policies and procedures, including but not limited to code of ethics, hospital identification requirements and dress code policy
- Adheres to and supports the mission, vision, values, goals and objectives of CCHHS
- Completes annual educational requirements
- Maintains and complies with regulatory requirements
- Performs other duties assigned by the CCHHS CFO
- Overall improvement of net revenue and cash flow as a result of better revenue management. Scorecard development and roll out with improvements in all areas of the revenue cycle. Reduction in cost per claim as a result of automation, standardization and centralization

### **Reporting Relationships**

The Director of Revenue Cycle reports to the Chief Financial Officer - CCHHS.

### **Required Minimum Qualifications**

- High school diploma or GED equivalent
- Seven (7) years' experience working in a financial capacity within a hospital or healthcare system
- Five (5) years management and leadership experience of a financial services function within a large hospital or multiservice healthcare system
- Strong understanding of health care receivables and/or hospital and physician billing and reimbursement practices
- Experience interpreting healthcare industry financial statistical indicators
- Knowledge of areas within Revenue Cycle including patient registration, billing, accounts receivable, managed care billing practices, health insurance practices, business office operations, revenue cycle technology

### **Preferred Qualifications**

- Bachelor's degree from accredited institution in Business, Finance, Health Administration or related field
- Ten (10) years' experience working in a financial capacity within a hospital or healthcare system
- CPA or other certification from HFMA, AHIMA, ACHE

### **Preferred Qualifications (continued)**

- Experience with total quality management, Six Sigma or other management concepts and tools used in a large hospital environment
- Previous experience in government or a highly regulated industry

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

- Strong interpersonal skills and team skills, strong leadership skills to lead and direct the entire Revenue Cycle team. Understanding of federal, state, local, and agency healthcare laws, standard, and financial regulations
- Financial management skills including ability to analyze data for operations, budgeting, auditing, forecasting, understanding market analysis, hospital staffing, and general financial reporting. Strong organizational skills, with the ability to organize and maintain record keeping
- Strong interpersonal skills. Ability to communicate well and build positive working relationships with employees at all levels of the organization
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Excellent written and verbal communication skills
- Analytical skills, problem solving skills used to conduct financial analysis throughout the organization and to resolve problems that affect any area of revenue
- Ability to define budgetary problems and recommend alternatives
- Mathematical skills: Strong budgetary, financial and statistical expertise
- Conflict management skills
- Strong decision making skills as required for upper management, ability to make sound financial as well as qualitative decision
- Attention to detail. Ability to meet work deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Written and verbal communication for preparing and presenting information to CCHHS leadership
- Proficiency in Microsoft Office software (Excel, PowerPoint, and Word)
- Familiarity with Access, or other accounting or budgeting software
- Ability to handle confidential information

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 40% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Ekerete Akpan  
Chief Financial Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8064  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Risk Management - CCHHS

### DEPARTMENT

Office of General Counsel

### Job Summary

The Director of Risk Management – CCHHS reports to the Cook County Health & Hospitals System (CCHHS) General Counsel and is responsible for planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for all affiliates and departments, including John H. Stroger, Jr. Hospital of Cook County, Provident Hospital of Cook County, an ambulatory and community health network comprised of multiple clinics, an infectious disease ambulatory center, a correctional healthcare facility and the Cook County Department of Public

Health. The mission of the System is to provide high quality care to the residents of Cook County regardless of ability to pay. This professional will be an integral part of the Risk Management team.

The Director of Risk Management routinely presents to and directly advises the CCHHS Board and CCHHS Leadership in matters of pending or imminent litigation, including making recommendations to settle or proceed to trial.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

- Developing and implementing a comprehensive risk management program including clinical risk identification and claims management
- Risk evaluation and coordination of corrective action implementation related to identified risk issues
- Complying with relevant standards and statutes, with objective to control/minimize loss and protect the assets of CCHHS while maintaining quality care
- Overseeing the incident reporting and investigation process
- Appearing before the Quality and Patient Safety Committee of CCHHS Board of Directors, Office of the Cook County State's Attorney and the Litigation Subcommittee of the Finance Committee of the Cook County Board of Commissioners in managing the liability claims brought against CCHHS
- Supervising the statistical trending of losses and analyzing patterns, identifying trends and opportunities for improvement
- Developing loss reduction measures and designing plans to resolve patient complaints and minimize the effects of adverse patient outcomes before they develop into professional liability claims
- Coordinating with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS' Departments of Quality Assurance Compliance and Safety in developing and implementing policies, practices and changes to comply with all relevant regulations and in providing recommendations to enhance the quality outcome functions and prevent liability
- Providing expertise to physicians and staff regarding all risk management issues
- Conducting annual, multi-disciplinary reviews and appraisal of the risk management program
- Conducting risk management education and orientation including relative updates
- Interfacing with County Risk Management in relation to professional liability insurance purchasing
- Works closely with the Director of Quality, Patient Safety, Regulation and Accreditation

### **Reporting Relationships**

The Director of Risk Management - CCHHS reports to the General Counsel

### **Required Minimum Qualifications**

- Graduation from an accredited School of Law with a Juris Doctorate (JD) degree
- Five (5) years' experience in Healthcare Administration, Quality Outcomes, Risk Management or Medical Litigation

### **Preferred Qualifications**

- A Master's degree in Healthcare Administration, Public Administration, Business Administration, Nursing or other related field
- Affiliation with American Society for Health Care Risk Managers (ASHRM) and/or local chapter
- Certified professional in Healthcare Risk Management (CPHRM)
- Certified Healthcare Risk Manager (CHRM), Associate in Risk Management (ARM) or Certified Professional in Healthcare Quality (CPHQ)
- Exposure to risk and/or claims management in a public health facility

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

- Knowledge and experience with risk and/or claims management applicable to health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to work effectively as part of a multidisciplinary team
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Ability to work under pressure and willingness to travel throughout Cook County

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8096  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Specialty Clinics, Ambulatory Services

### DEPARTMENT

Ambulatory Services

### Job Summary

Under the direction of the Chief Operating Officer, Ambulatory Services, the Director of Specialty Clinics, Ambulatory Services is a key member of the Specialty Care leadership team fulfilling the total care initiatives of the Cook County Health & Hospitals System (CCHHS) Ambulatory organization. The Director of Specialty Clinics ultimately ensures all medical services offered through the specialty care are accessible, effective and efficient, as well as in accordance with established CCHHS protocol and standards of care.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Ensures Specialty Care medical services meet the mission of the CCHHS Ambulatory care model; are high quality, multidisciplinary, comprehensive, coordinated, culturally sensitive, accessible, and delivered in a manner that enhances the total patient care experience
- Oversees and directs ambulatory-based physicians and mid-level practitioners who deliver medical services at the clinics
- Works collaboratively with the Directors of Regional Operations to ensure ease of access to care and patient follow through
- Provides feedback to Medical department Chairs and the Director of Operations. In cooperation with peer Directors establishes and monitors Specialty Clinic fiscal and utilization objectives. Works with clinic leadership to prepare annual operating budgets
- Assure compliance with appropriate regulatory, accrediting and credentialing/privileging standards
- Recommends appropriate staffing levels to meet patient care needs within set budgetary parameters
- Participates in creating the information infrastructure that will support proper analysis of clinical and financial data
- Makes recommendations for more efficient and cost effective delivery of care based on report analysis
- Maintains knowledge of relevant Joint Commission standards and guidelines as well as clinical standards for federal programs and state licensure agreements
- Collaborates in developing and assuring compliance with policies and procedures related to Joint Commission and other accrediting and licensing agency guidelines and requirements for all services offered at Specialty Care clinics
- Works with Quality and Risk Management to improve patient safety. Participates in ongoing quality improvement by developing, implementing and supporting organizational performance improvement and patient safety initiatives
- Represents Specialty Care interests on assigned internal/external committees, task forces, commissions, agencies and promotional or public relations efforts for CCHHS primary care clinical affairs
- Identifies barriers to efficient patient care and works with Specialty care and Clinic Cluster Directors to overcome barriers

### **Reporting Relationships**

The Director of Specialty Clinics, Ambulatory Services reports to the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's degree from accredited institution in Healthcare Administration or a related field preparing a candidate for administrative leadership within a clinical setting
- Seven (7) years' experience in progressive management roles
- Five (5) years' of experience in a health care administrative capacity
- Prior relevant experience in an ambulatory health care or community clinic,
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Extensive experience working with physicians, nurses, technicians, and other clinicians
- Prior experience in a team environment, preferably having lead team based training initiatives
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management
- Demonstrated experience with Electronic medical record
- Experience with practice billing
- Experience with managed care environment
- Prior work experience in a union environment

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

- Strong interpersonal skills
- Ability to establish strong working relationships and to communicate effectively with Ambulatory care leadership team, primary care site leaders, Specialty Care and PMH physicians and clinicians, behavioral health team members, patients and families
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8066  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Director of Supply Chain Operations & Logistics**

### DEPARTMENT

**Administration**

### Job Summary

The Director Supply Chain Operations and Logistics is responsible for leading and overseeing the Supply Chain Operations Department for the Cook County Health & Hospitals System (CCHHS) and all affiliates which includes Distribution/Logistics, Inventory management, Receiving, Linen Management and Mail Services.

This position directs the supply chain operations; assist CCHHS and distributors in the implementation of new supply chain programs; monitor and track the success of the engagements utilizing specific performance indicators; oversees all on-site staff in their need to implement departmental service quality improvement initiatives; and directs the operations and logistics for multiple hospitals and clinics.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Responsible for maintaining effective inventory control management (stock and non stock) processes and costs as established by EBP (Enterprise Business Processes) in all assigned departments of the hospital(s)
- Responsible for providing Supply Chain Logistics support to all CCHHS facilities, as well as implementation of System-wide Just-in-Time (JIT) programs
- Responsible for providing financial input to Administration in the projection of supply expenses and supply reduction/savings opportunities
- Responsible for System wide physical inventories
- Responsible for the achievement of System-wide Key Performance Indicators (KPI) annual targets as established by CCHHS Supply Chain leadership
- Responsible for communicating upcoming changes, issues and trends to CCHHS Executive Leadership, Nursing leadership and Department Directors in a timely, clear and concise manner
- Responsible for assisting the System Director Supply Chain Management in the execution of project plans for the implementation of Strategic Logistics/Operations plans affecting each designed facility. This may include optimizing supply, linen and mail utilization through effective collaboration with physicians and clinicians
- Promptly resolves any service issues which do not support Service Levels Agreements (SLAs)
- Responsible for preparing information, presentations and facilitates meeting between staff, physicians, and other appropriate parties in support of Supply Chain Management and CCHHS-based projects
- Creates a supportive environment for the Supply Chain staff development and the delivery of supply chain solutions
- Serves in various roles as assigned by the System Director Supply Chain management
- Uses an understanding of the market and industry to anticipate potential changes, issues, barriers, and solutions, which affects delivery of goods, services, and supplies
- Knowledgeable of how logistics, strategies, and tactics work in the healthcare setting
- Knowledgeable in current and possible future policies, practices, trends, developments in e-commerce and information affecting the organization
- Meet with clinical counterparts no less than once per month to meet customer needs
- Performs all other duties assigned

### **Typical Duties (continued)**

#### **Decision-Making:**

- Decisions to restructure departmental functions and roles of key staff/positions (independent judgment)
- Decisions regarding operational logistics and distribution (independent decision-making)
- Decisions regarding inventory control values, audit and levels (independent decision-making)

#### **Confidentiality:**

- High level of sensitive and confidential financial data, contractual commitment data, County agreements, union and labor agreements, personnel decisions and hire/fire activity

### **Reporting Relationships**

The Director Supply Chain Operations and Logistics reports to the Executive Director of Supply Chain Management.

### **Required Minimum Qualifications**

- Bachelor's, or higher level Degree
- Five (5) years of experience managing supply chain operations in healthcare or equivalent business organization, including inventory management (including cycle counting, use of hand held technology and reduction strategies)
- Five (5) years of progressively increasing management responsibility
- Knowledge of Enterprise Resource Planning (ERP) systems such as Lawson, PeopleSoft, McKesson/HBOC, or similar ERP systems

### **Preferred Qualifications**

- Master's Degree
- Certified Materials and Resource Professional
- Seven (7) years of experience managing supply chain operations in healthcare or equivalent business organization, including inventory management (including cycle counting, use of hand held technology and reduction strategies)

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

- Prior experience managing multi-facility hospital operations
- Knowledge of management in Union environment
- Strong Knowledge of Microsoft Office Products
- Strong interpersonal skills
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Flexibility and adaptability in performing work duties
- Strong project management skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8067  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Support Services**

**DEPARTMENT**  
**Administration**

### **Job Summary**

Under the direction of the Chief Operating Officer, Hospital Based Services, the Director of Support Services is generally responsible for ensuring the delivery of excellent patient experience in the following areas: maintaining, coordinating and supervising the services of volunteers at Cook County Health and Hospitals System (CCHHS) to ensure that the services provided comply with established CCHHS policies; overseeing the activities of the CCHHS Auxiliary; managing CCHHS telephone operators; overseeing the provision of interpreter services; supervising the management of CCHHS information desks at all CCHHS facilities; and overseeing the administrative functions and details of the various hospital and administration departments and services in his/her day-to-day operations. These functions are present system wide across all CCHHS facilities.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Develops and plans for the long term growth of the CCHHS volunteer program and auxiliary activities
- Assesses CCHHS's current and future interpretation service needs and develops plans to meet such needs
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Ensures that the best possible patient experience is achieved by handling patient inquiries and communications clearly and efficiently
- Develops a staff training and orientation program that is patient focused
- Participates in the creation and management of capital and operating budgets
- Creates an environment that values and seeks excellence
- Oversees and guides the Directors of Volunteers, Auxiliary Services, Telephone Services, Interpreter Services, Patient Information and on Duty Administrators in performing their leadership duties, which duties include, but are not limited to:
  - Maintaining, coordinating and supervising volunteer activities and services at CCHHS and ensuring that such activities and services are in line with CCHHS policies and procedures
  - Ensuring effective communication with medical and nursing staff to learn of individual department needs and to support those departmental needs
  - Managing and coordinating the day-to-day operations of the Telecommunications Phone Room Services and the activities and training of CCHHS telecommunication operators
  - Ensuring all incoming messages are relayed to the appropriate department(s) or person(s) and screening calls for proper routing
  - Developing measures to analyze the work load of telecommunication operators and capacity utilization of network telecommunication components and telephony services to maintain and improve the quality of telecommunication services and systems
  - Developing and implementing standards, procedures, and processes for the telecommunications operators

### **Typical Duties (continued)**

- Providing patient interpretation services and developing policies and programs for interpretation services
- Conducting and or facilitating training to educate employees and managers on how to recognize and accommodate patients that need interpretation services
- Working with the Auxiliary to support their business and fund raising efforts and providing assistance in the management of their business functions and use of the proceeds of fund raising activities
- Mediating disputes or complaints brought by patients, visitors or staff and making every effort to efficiently and fairly resolve such problems, issues or concerns that are presented
- Conducting surveillance in the form of periodic walks or rounds of core areas of the complex to ensure compliance with environmental safety standards, sanitation, security and comfort
- Monitoring operations focusing on eliminating issues that may cause overcrowding, reducing wait time and enhancing the comfort level of patients
- Utilizing available resources and manpower to maintain normalcy and continued patient care and delivery of vital services
- Performs other duties as assigned

### **Reporting Relationships**

The Director of Support Services reports to the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of administrative work experience in a health care or hospital environment; or
- Three (3) years of administrative work experience in a health care or hospital environment and one (1) year of supervisory / management experience
- Previous experience managing customer service, patient experience, patient relations or similar area

### **Preferred Qualifications**

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Previous public healthcare system experience

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body and community organizations
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Knowledge of applicable Federal, State and local laws and regulations related to the healthcare industry
- Knowledge and experience with hospital accreditation and regulatory requirements
- Sensitivity and respectful in caring for patients and in dealing with clients of diverse backgrounds
- Excellent conflict resolution and negotiation skills
- Experience in a volunteer agency or in organizing volunteers

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8068  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of System Integration & Support

### DEPARTMENT

Administration – Supply Chain

### Job Summary

This position provides business and technical leadership for the development, implementation, and provision of technical services and operations to support the infrastructure needs of the Supply Chain Management Department at Cook County Health and Hospitals Systems (CCHHS). Directs the systems analysis, programming and project management activities of supply chain application and database management systems to integrate both the strategic and operational functions. Leads system-wide initiatives to improve efficiency and effectiveness of supply chain business processes in accordance with Supply Chain departmental priorities and directions. Recognizes and advances opportunities for the utilization of the health system's supply chain information technology investments. Directs, plans and implements technology initiatives, supports systems and procedures for reporting of information resources and data.

Leads system-wide initiatives to improve efficiency and effectiveness of supply chain business processes in accordance with Supply Chain departmental priorities and directions. Recognizes and advances opportunities for the utilization of the health system's supply chain information technology investments. Responsible for planning and implementation of technology initiatives, supports systems and procedures for reporting of information resources and data.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

- Full data management oversight of all applications supporting Supply Chain core functions. Key Performance Indicator monitoring and reporting across both the Strategic and Operational functions of Supply Chain Management
- Responsible for planning and implementing new technologies, including installation of new/upgraded systems, designing the network topology for the Supply Chain organization
- Test and approves software versions through program releases to upgrade operating systems and computer programs that are created
- Identify continuous process improvement of the electronic ordering, purchasing, inventory management, receiving, and payment process
- Create performance management tools, reports, policies, and procedures to monitor the integrity of all databases as well as to ensure proactive activity to support management reports, improved customer service and maximized cost reduction
- Improve and maintain the accuracy of electronic communication in the procurement process through the maximum utilization of EDI including ordering, invoicing and payment
- Provide implementation, training, support and coordination of features on the applications with all user departments
- Performs all other duties assigned

### **Decision-Making:**

- Decisions and actions will impact financial and operational staff at all levels and departments within the organization. Decisions and actions will have direct impact on CCHHS financial data

### **Confidentiality:**

- High level of sensitive and confidential information including CCHHS financial data, contractual commitment data, County agreements, personnel and labor information

## **Reporting Relationships**

The Director of System Integration & Support reports to the Executive Director of Supply Chain Management

## **Required Minimum Qualifications**

- Bachelor's, or higher level Degree
- Five (5) years' experience working in a Hospital Healthcare Supply Chain Department in Materials Management
- Three (3) years of progressively increasing management responsibility
- Knowledge of Enterprise Resource Planning (ERP) systems such as Lawson, PeopleSoft McKesson/HBOC, or similar ERP systems

## **Preferred Qualifications**

- Master's Degree
- Certified Materials and Resource Professional
- Knowledge of Electronic Data Interchange (EDI) systems such as GHX
- Experience implementing Electronic Data Interchange (EDI) systems
- Seven (7) years' experience working in a Hospital Healthcare Supply Chain Department in Materials Management

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

- Prior experience managing multi-facility hospital operations
- Knowledge of management in Union environment
- Strong Knowledge of Microsoft Office Products
- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Strong interpersonal skills
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Flexibility and adaptability in performing work duties
- Strong project management skills

## **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8069  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Value Analysis**

**DEPARTMENT**  
**Administration**

### **Job Summary**

This position directs and provides Clinical Value Analysis services and cost containment strategies to Cook County Health and Hospitals System (CCHHS) for Physician preference supplies, general medical/surgical supplies, and technology and capital equipment. Develops strategies and processes to reduce supply chain expense through product utilization and standardization; makes recommendations based on clinical data, bench-marked best practices and data analysis. Serves as the clinical value liaison to executive leadership and physicians, communicating product performance, supply cost savings, product conversions and replacement information. Ensures that all services and balance of optimal multidisciplinary collaboration and data to include function, cost and utilization. Serves as project leader for all Value Analysis initiatives.

Directs and provides Cook County Hospital Health Systems centralized Clinical and Operational Value Analysis services and cost containment activities related to product/service utilization and standardization.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Provides clinical and operational expertise and serves as liaison to leadership to identify, maintain, and communicate savings for clinical and financial performance measurements related to Clinical and Operational Value Analysis
- Ensures the balance between optimal clinical outcomes, promoting excellence in quality of care with appropriate product utilization and supply stewardship. To be an integral part of the facility based leadership decision making body as it relates to supply decisions which affect patient outcomes and supply expense management
- Serves as liaison with Physicians, Clinicians, and vendors as required to facilitate the resolution of issues resulting from the standardization of or introduction of products and vendors
- Works in collaboration with other members of Supply Chain Management and reporting to the System Director of Supply Chain Management to identify supply reduction/savings opportunities and facility issues on a routine basis
- Accountable for communicating upcoming changes, issues and trends related to clinical supply issues to Executive Leadership, Nursing Leadership and Department Directors in a timely, clear and concise manner
- Serves as team lead/facilitator to Perioperative Value Analysis Team; Medical Nursing Value Analysis Team; and Radiology, Cath Lab, Purchased Services and Laboratory Value Analysis Team to ensure that the teams achieve annual target savings goals while representing Supply Chain Management and System-wide needs
- Supports the New Technology Team within the organization as related to Physician and Clinician required items ensuring patient safety, quality care, proper credentialing, documentation, and charge information
- Develops strategies and processes for reducing supply expense for procedure standardization and utilization, using evidence based clinical data, benchmarked best practices and data driven analysis
- Identify opportunities for product compression and increased product quality for improved patient outcomes
- Use designated methodology for calculating savings targets and tracking realization based on savings categories, contract compliance, utilization review and new technology cost avoidance

### **Typical Duties (continued)**

- Works with designated physician champions' to ensure physician understanding and support
- Facilitator and resource for all clinicians, non-clinicians and physicians for Product replacement and standardization process to include Physician Preference supplies, general medical surgical, non-clinical supplies, technology and capital equipment as required
- Investigates and analyzes the root cause of product concerns and safety issues. Follows up to ensure final resolution and continued monitoring with end users and manufacturers
- Apply clinical and operational knowledge based on upcoming product conversions, and makes recommendations on appropriate implementation strategies. Monitors implementation execution to ensure all necessary changes are finalized and users are appropriately trained
- Ensures product conversions have been effectively communicated throughout the organization
- Makes decisions in collaboration with clinicians and physicians for substitution of clinical products as needed
- Collaborates and integrates with Contracting, Procurement, Capital and Directors of Supply Chain Management on products, technology and equipment for the system
- Collaborate with the System Director of Supply Chain Management on system based contract compliance, standardization and utilization
- Provide oversight and facilitation of clinical trial/evaluation process associated with contract opportunities when designated as necessary
- Schedule and coordinate meetings with Vendors, pertinent CCHHS staff and Value Analysis committees
- In collaboration with VA Coordinator and Financial Analyst, develop the Value Analysis meeting agenda, document minutes and facilitate meetings associated with the Value Analysis process
- Perform other duties as assigned

#### **Decision-Making:**

- Determines product safety related to patient-related events (independent decision-making)
- Determines, based on leading clinical practices and evidence-based research, the value of clinical supplies (independent judgment)

#### **Confidentiality:**

- High level of sensitive and confidential information including financial data, contractual commitment data, personnel decisions and hire/fire activity

### **Reporting Relationships**

The Director of Value Analysis reports to the Executive Director of Supply Chain Management.

### **Required Minimum Qualifications**

- Bachelor's, or higher level Degree
- Five (5) years' experience and strong understanding of the Hospital Value Analysis Program and related practices within the Healthcare industry Supply Chain
- Three (3) years of progressively increasing management responsibility

### **Required Minimum Qualifications (continued)**

- Prior experience working in a team environment
- Strong project management skills. This position will function as the Project Leader/Facilitator on all Value Analysis teams and initiatives
- Strong Knowledge of Microsoft Office Suite Products, Excel
- Knowledge of Enterprise Resource Planning (ERP) systems such as Lawson, PeopleSoft, McKesson/HBOC, or similar ERP systems

### **Preferred Qualifications**

- Master's Degree
- Certified Materials and Resource Professional
- Prior experience in business operations or Supply Chain within a healthcare/hospital environment
- Prior experience as a Project Leader
- Seven (7) years' experience and strong understanding of the Hospital Value Analysis Program and related practices within the Healthcare industry Supply Chain

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

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Strong interpersonal skills
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Flexibility and adaptability in performing work duties
- Strong project management skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8070  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Workforce Strategy & Talent Acquisition

### Department

Human Resources

### Job Summary

The Director of Workforce Strategy & Talent Acquisition will manage directly and provide leadership in support of workforce planning and integration planning. The Director will ensure recruiting resources are allocated to support the most critical business initiatives in a unique environment that is monitored and regulated. The Director will own significant relationships with business and HR leaders and be accountable for Strategic Workforce Planning, Employment Branding, and Compliance tie to the strategic direction of the organization and out Mission. The Director will partner with the Organizational Development / Workforce Strategy team to assess future skill requirements and develop appropriate talent strategies. They will also work with business and HR leaders to translate organization strategies into human capital needs and overall strategic workforce plans to support the Cook County Health & Hospitals System (CCHHS).

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### **Strategy**

- Develop and implement competitive external and internal strategic programs that strengthen our ability to attract, assess, select and integrate an optimal blend of skills across all types of labor (i.e. exempt, non-exempt, union, non-union, etc.) and deliver the desired results for top talent high quality hires
- Demonstrated business acumen by providing key employment metrics that link to business success measures
- Proven ability to measure the value of the staffing organization to the business and to execute actions to improve; cost per hire, hiring cycle time, quality of hire, revenue contribution for direct positions, affordability cost reductions, competitive hiring measures, measures of success regarding New Employee Onboarding by leaders and hires, 3/6 month engagement measure of new hires, and performance linkage to hiring criteria

### **Employment Brand**

- Develop and Implement Recruiting Communications Media plan that communicates the Employee Value Propositions why a candidate should choose CCHHS over their current employer and for their future career development
- Communicate company employment brand value to all talent pools
- Position CCHHS to become an Employer of Choice

### **Professional and Collaborative Relationships**

- Develop and maintain professional consultative relationships with business leaders and HR leaders through understanding of their business and identification of value add talent strategies
- Ability to implement through matrix operational relationships and delivery of high quality results
- Manage relationships with appropriate third-party organizations including contract negotiation and supplier management in order to meet talent acquisition goals
- Collaborates with other teams (i.e., Diversity, Labor Relations, Operations and Talent) to improve talent acquisition and staffing effectiveness

## **Typical Duties (continued)**

### **Analysis and Reporting**

- Leverage Human Resources systems and tools to provide recruiting, skills and workforce planning data and reports. Diagnose and implement plans to address deficiencies in consultation with business leaders. Regularly monitor and analyze recruiting, attrition, diversity, retention and other HR metrics
- Responsible for collection, analysis, and reporting of measurement data (cost per hire, time to fill, applicant flow data, attrition, etc.) for process improvement and performance management
- Effectively manage the productivity and efficiency of the hiring process
- Manage and work with a sourcer / recruiter / coordinator to expand CCHHS' pool of candidates
- Understand the true cost of hire with an eye to affordability and educate CCHHS leadership on appropriate investment of budget and resources

### **Talent Acquisition**

- Create, organize, and implement strategies and supporting initiatives that will improve the overall talent acquisition process and quality of hiring within CCHHS
- Design, develop, communicate and implement an integrated staffing strategy (Internal and External), with an emphasis on talent pipeline and feeder pool development
- Design and implement external candidate marketing and proactive recruiting programs and processes that attract, select and retain a qualified, diverse workforce. Utilize social networking tools as well as traditional sourcing techniques. Evaluate job postings, interviews and other internal talent recruitment and placement processes
- Assist with the development of on-boarding processes that support talent retention
- Develop hiring strategies and outreach programs that will enable critical roles and identify key hiring sources that will result in a sustainable talent pipeline
- Guide staffing team to build, develop and manage a network/database of key competition and talent worldwide utilizing and leveraging innovative techniques
- Manage search firm engagement for director level and below search assistance
- Supports HR Business Leaders on all staffing & succession planning activities in coordination with the Talent and Organizational Capabilities teams

### **Compliance**

- Ensure legal compliance in regard to all talent acquisition initiatives and related programs. Support the required government reporting, such as EEO reporting and Affirmative Action planning, and all documentation related to OFCCP compliance
- Maintain current knowledge of Shaker, legal, regulatory and compliance requirements and legislation
- Consult on appropriate use of selection methodologies, tools, and retention of documentation
- Work with other CCHHS Leaders to develop appropriate diversity staffing strategies

## **Reporting Relationships**

The Director of Workforce Strategy & Talent Acquisition reports to the Deputy Chief of Human Resources, working closely with HR Leaders and CCHHS Leadership from various entity(ies).

### **Required Minimum Qualifications**

- Bachelor's (or higher level) degree
- Five (5) years of progressive experience in workforce development, workforce planning, organizational design, talent acquisition and integration, with a minimum of three (3) years' experience in the development and delivery of talent initiatives
- Five (5) years' experience in data analysis and interpretation
- Three (3) years' experience in a management role
- Three (3) years' experience with online applicant tracking systems

### **Preferred Qualifications**

- Prior experience in strategic planning capacity
- Prior experience working for a government agency
- Prior experience working in a union environment
- Prior experience in health care, pharmaceuticals, health insurance and/or health care associations
- Prior health care regulatory experience (i.e., Joint Commission, OSHA, etc.)
- Ability to bring people and concepts together while reconciling differences and managing relationships
- Staffing and recruitment experience

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

- Positive interpersonal skills and the ability to build relationships with key leaders and managers
- Familiar with quality and productivity tools
- Strong project management skills
- Ability to prepare departmental budget
- Excellent communication skills to prepare written materials, correspond with administrative personnel, hospital personnel and the general public
- Ability to provide supervision, guidance and direction to staff
- Ability to work with a diverse employee population
- Ability work well under pressure
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Proficient in Microsoft Office products
- Flexibility and adaptability in performing work duties
- Ability to analyze data and provide recommendations
- Full understanding of regulatory and compliance requirements and ability to guide others in their application
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8092  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Executive Assistant - CCHHS

### DEPARTMENT

Administration - Communications

### Job Summary

The Executive Assistant – CCHHS provides executive support to the Executive Director of Communications and serves as the primary point of contact for the office of Communications. This individual will provide administrative support, representation, event planning, and project management as well as providing interface with entities and organizations as requested by the Executive Director of Communications or their Designee(s). Organizes, coordinates and oversees special projects. Must be creative and enjoy working in an environment that is mission focused, results driven and community oriented.

This position is exempt from Career Service under the Cook County Health and Hospitals System (CCHHS) Personnel Rules.

### Typical Duties

- Plans the Executive Director of Communications daily calendar tracking all appointments, preparing materials for all meetings, etc.
- Composes high level correspondence and memoranda independently and with professional quality
- Responsible for preparing executive correspondence and performing complex administrative duties in preparation of administrative and fiscal projects, including preparation of spreadsheets, charts, conducting research, etc.
- Responsible for the maintenance and coordination of communication lines within the overall organization and specifically between the Executive Director of Communications and their designee(s)
- Follows up on meeting-generated tasks
- Coordinates travel plans, including meeting scheduling and itinerary, and material preparation
- Handles telephone calls in a professional and courteous manner, initiating appropriate disposition
- May answer informational questions and determine appropriate course of action for sensitive issues and matters of significance that have organization-wide visibility
- Exercises good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills
- Works on projects from conception to completion while under pressure to handle a wide variety of activities and confidential matters with discretion
- Establishes and maintains influential and strategic relationships at all levels across the system

### **Typical Duties (continued)**

- Maintains appropriate confidentiality of information and decisions made within the office of the Executive Director of Communications
- Creates Word documents/correspondence, Excel spreadsheets, PowerPoint presentations, etc.
- Edits and proofreads all written materials and verifies the validity of data and documents contained in all reports prior to submission
- Deals discreetly with highly sensitive, confidential written, electronic, and oral communication concerning staff, department, and hospital matters
- Maintains confidential materials related to patients according to hospital standards and in compliance with HIPPA regulations and requirements
- Plans, organizes and coordinates meetings or special events, including reserving conference rooms, sending and tracking invitations, procuring food and beverage and ensuring vendor payment
- Coordinates appropriate room set up room and equipment (set up conference calls, audio-visual equipment, projector, etc., as necessary)
- Works with multiple internal departments, external agencies, the general public and individuals on a wide range of projects
- Acts as representative for the Health System in all interactions exercising customer service skills and good judgment in addressing inquiries, complaints and request for direction
- Other duties as assigned

### **Reporting Relationships**

The Executive Assistant - CCHHS reports to the Executive Director of Communications.

### **Minimum Qualifications**

- Bachelor's or higher level degree
- Five (5) years of full-time work experience as an Executive Assistant to individuals at a Chief, President, Executive and/or Vice President level
- Intermediate proficiency in Microsoft Office Excel, PowerPoint, Word

### **Preferred Qualifications**

- Prior healthcare experience

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

- 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 customer service skills
- Demonstrate intermediate proficiency with Microsoft Office Excel, PowerPoint, and Word
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate attention to detail, accuracy, and precision
- Proactive and self-starting: able to work confidently to advance goals within broad parameters, and with minimal supervision

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to successfully plan, lead, and complete projects on time
- Ability to work with organizational performance metrics, analyze data, create reports, and present information clearly to decision makers
- Comfortable with creating, implementing, managing, and executing business processes
- Excellent leadership skills, with the ability to influence others, with energy and enthusiasm
- Ability to define and solve problems, collect data, establish facts, and draw valid conclusions
- 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 uphold professional standards for customer services, confidentiality, and quality of work
- 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

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Caryn Stancik  
Executive Director of Communications

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8071  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Executive Director of Clinical Shared Services

### DEPARTMENT

Administration

### Job Summary

The Executive Director of Clinical Shared Services reports directly to the Chief of Clinical Integration. This position directs the provision of clinical services to support the Cook County Health & Hospitals System (CCHHS), the business units: Inpatient Services, Outpatient Services and Managed Care — its “internal customers” — to set service standards, stream-line end-to-end processes, and monitor and improve service quality through both clinical and non-clinical services. This customer-focused governance approach will align service cost, scope, and quality with business needs focusing on improving operations at all levels of the organization.

This position is exempt from career service under the CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Work collaboratively with clinical and non-clinical directors and liaison with the finance and IT departments to meeting financial management information needs
- Examines financial and non-financial reports and analyzes the impact of actual and/or proposed operational changes in meeting health system initiatives
- Will interact with areas of oversight to develop their financial skills regarding budget development and ongoing productivity and financial management
- Collaborates with internal business partners to identify requirements and develop sourcing solutions by providing category expertise, market conditions, industry trends, product knowledge, benchmarking, and emerging supply options
- Responsible for directing the activities of certain shared services including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Consults with business units to ensure plans and solutions fully exploit technology and employ industry recognized best practices and benchmarks to meet customer expectations and business goals
- Exercises customer relationship management by knowing who to influence, how to influence, and when to influence across the enterprise
- Manages employee performance and facilitates professional development and career progression
- Provides coaching and feedback to ensure the adherence to business processes and procedures that lead to optimum

### **Reporting Relationships**

The Executive Director of Clinical Shared Services reports to the Chief of Clinical Integration.

### **Required Minimum Qualifications**

- Master's in Public Health, MBA or MA
- Three (3) years management experience preferably in a large health care system
- Five (5) years of results-proven skills and experience in business process sourcing, procedure, improvement methodologies, key process performance indicator (KPI) set up and analysis, customer relationship management, supplier management, or related field

### **Preferred Qualifications**

- Experience across multiple business areas including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Recent administration experience in hospital operations in a complex health system
- Experience in improving organizational performance through the use of “lean” principles
- Understanding of the interaction between fiscal concerns, regulatory compliance, business operations and patient care is essential
- Strong problem solving and financial analytical skills coupled with excellent organizational, and exceptional oral and written communication and customer service proficiency
- Strong knowledge and understanding of productivity management systems, budget management and operational performance improvement

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

- Excellent analytical, written and oral communications skills
- Ability to work effectively as part of a multidisciplinary team
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills
- Ability to establish strong working relationships and to communicate effectively
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Ability to work under pressure and willingness to travel throughout Cook County

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8072  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Executive Director of Communications

### DEPARTMENT

Administration - Communications

### Job Summary

The Executive Director of Communications acts as the strategic communications advisor to the Chief Executive officer for Cook County Health and Hospitals System (CCHHS). In cooperation with the CEO and the CCHHS Board, this position drives the organization's reputation and branding by developing and leading communications strategies to support the System mission, vision, and goals. The Executive Director of Communication oversees both internal and external communication initiatives and efforts.

This position is also responsible for CCHHS' marketing and branding efforts, developing strategies around community outreach efforts along with developing strategies around organizational efforts related to diversity and multicultural affairs. The Executive Director of Communication will manage and provide direction to the Communications team.

The Executive Director of Communications serves as the chief spokesperson to the media, or may designate to the Director of Media the role of spokesperson.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices

### **Typical Duties (continued)**

- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Performs responsibilities associated with strategic planning within CCHHS as assigned by the CEO or the CCHHS Board
- In cooperation with the CEO and key leaders of the organization, is responsible for establishing communication and messaging strategies and policies to support CCHHS mission, vision, operations goals, and branding efforts
- Attend executive planning sessions and Board meetings to gain understanding of patient demographics, legislative environment, and financial concerns, impacting the operation and organizational culture of CCHHS
- Leads the development and execution of internal publications including annual and executive communication plans for all Cook County Health and Hospital System entities
- Monitors internal and external reputation of CCHHS and reports critical issues and trends to CEO and key leadership
- Develop and implement an organization-wide Communications and Community Affairs plan
- Actively seek opportunities to expand CCHHS' profile using all forms of communication, community outreach, etc.
- Tracks all Public Relations and Communication Affairs efforts and measures the results
- Provides leadership to the Director of Media and Public Relations on the development of the CCHHS social media strategy
- Provide leadership to the Director of Community Affairs to ensure community initiatives promote the public health mission of CCHHS
- Develop and monitor the execution of crisis management plans
- Responsible for schedule of after-hours media contacts, carries the media on-call pager and acts as the primary back-up at all times
- Develops and manages various forms of internal communication including management and oversight of CCHHS Intranet and CCHHS Website

### **Typical Duties (continued)**

- Responsible for ensuring all CCHHS Social Media campaigns are in alignment with CCHHS' Mission and supports organizational needs
- Develops and manages communications budgets
- Performs related work as required
- Performs other duties assigned

### **Reporting Relationships**

The Executive Director of Communications reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- B.A. in Journalism, Communications, Marketing Communications, or Liberal Arts.
- Ten (10) years progressive, professional experience in public affairs communication and or community relations, required
- Five (5) years' experience managing professional communications staff
- Three (3) years of prior experience leading the communications function within a large public or private institution responsible for the delivery of healthcare
- Prior experience in oversight of the following communications functions (may be asked to provide a portfolio of items published under the candidates direction):
  - Print and broadcast media
  - Community relations event planning
  - Internal and external publications such as campaigns, newsletters, Board presentations, performance reports etc.
- Prior experience in crisis management communication
- Availability to accommodate the urgent deadlines as well as the unusual and often extended schedules of the media or to advise and represent CCHHS leadership in times of crises
- Strong knowledge of recent healthcare reform movements and their implication on delivery of healthcare
- Prior experience developing and managing media, publication, and communication budgets

### **Preferred Qualifications**

- Educational background in related field of science or healthcare
- Master's degree preferred
- Prior experience in a communications role within a public health environment

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

- Results driven leadership and management skills; demonstrated success in leading through influence
- Ability to grasp and effectively communicate the mission and strategic goals of a large public healthcare system

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong interpersonal skills:
  - Ability to work cooperatively and efficiently with a variety of people throughout the Hospital system, including physicians, researchers, and administrators with respect for their expertise or field of interest
  - Ability to represent CCHHS to the community and to build relationships with members of local media, elected officials, and external subject matter experts in a manner that will enhance the reputation and effectively convey the mission of CCHHS to the public
- Exceptional written and verbal communications skills
- Ability to manage multiple projects from inception to completion in a timely manner
- Ability to think creatively
- Strong analytical skills
- Ability to work in fast-paced environment with tight deadlines
- Ability to work effectively under strict deadlines with changing priorities
- Ability to be flexible, manage multiple priorities
- Ability to provide leadership and effective supervision for staff
- Ability to work effectively as part of a multidisciplinary team
- Must demonstrate ability to work with health system governing body, community organizations, the media, and various political entities
- Ability to engage in public relations with the media and the community
- Ability to work under pressure and to travel throughout Cook County

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Dr. John Jay Shannon  
Chief Executive Officer

---

Date

Approval:

---

Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8073  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Executive Director of Facilities**

**DEPARTMENT**  
**Administration**

### **Job Summary**

Under the direction of the Chief Operating Officer (COO) of Hospital Based Services, the Executive Director of Facilities is generally responsible for: administering and directing programs to manage building maintenance, utilities, grounds, and equipment for all Cook County Health and Hospitals System (CCHHS) facilities and premises; providing leadership for all CCHHS safety and security programs in a manner that creates an overall culture of safety for all CCHHS employees, patients and visitors; supporting by overseeing CCHHS parking facilities and CCHHS fleet management; and overseeing all life safety management activities within CCHHS and ensuring all CCHHS buildings and facilities, system-wide, operate within the environment of care standards and are in compliance with federal, state, county and city regulatory agency requirements.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Reviews and evaluates existing programs, services, policies and procedures and identifies and addresses areas for quality improvement
- Determines appropriate distribution of work assignments and adequate personnel to ensure services are provided in a timely and efficient manner
- Develops both long and short term objectives consistent with CCHHS goals
- Prepares operational and capital budgets and assures expenses are within annual budget
- Confers with and accompanies regulatory agency surveyors during inspections, when necessary
- Participates in labor disputes and union negotiations as requested by CCHHS Human Resources and Labor Relations
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Creates an environment that values and seeks excellence
- Oversees and guides Directors in the areas of Plant Operations, Buildings & Grounds, Safety and Security, Environment of Care, Life Transportation and Fleet Management in performing their leadership duties, which duties include, but are not limited to the following areas:

#### **Plant Operations / Buildings & Grounds**

- Responsible for the direction and implementation of all aspects of building operations, remodeling, construction and other assigned departments, areas or functions in Plant Operations, Maintenance and Grounds
- Keep medical equipment, mechanical, electrical and plumbing systems operating by establishing and enforcing operating and preventive maintenance rules and arranging for repairs
- Lead planning and implementing building improvements and expansions
- Work with System Managers to meet the needs of the facility
- Works with the Cook County Office of Capital Planning and Policy and assisting in the supervision of facility and building construction projects

## **Typical Duties (continued)**

### **Safety & Security**

- Providing direction to hospital security personnel and members of law enforcement staff across the health system to ensure all CCHHS staff, visitors, and patients act in accordance with professional standards and protocols of safety with respect to incident prevention, investigations, emergency response actions, and all related standards of public and patient safety
- Coordinating with federal, state, county and city law enforcement officers where activities of public peace and safety are involved
- Conduct surveillance in the form of periodic walks or rounds of core areas of the complex to ensure compliance with environmental standards, sanitation, security and comfort
- Plan, organize and direct a comprehensive public safety and security operation and ensuring public safety objectives are met in accordance with CCHHS goals

### **Life Safety and Environment of Care**

- Conduct risk assessments, hazard surveillance rounds and fire drills
- Prepare and review plans of correction in response to identified or cited safety deficiencies
- Maintaining Life Safety and Utility Systems programs
- Direct and coordinate life safety plans during environmental emergency occurrences
- Prepare CCHHS for emergency response activities by overseeing and training life safety and emergency response teams, coordinating drills and exercises for emergency response and evacuation in cooperation with site Life Safety Coordinators and site specific emergency response teams, establishing and maintaining emergency supplies and equipment and conducting emergency response program compliance and effectiveness audits
- Oversee the development, implementation and monitoring of CCHHS life safety policies and procedures to ensure all CCHHS building and facilities provide a safe environment for patients, employees, vendors and visitors
- Prepare reports on life safety activities including, hazard surveillance rounds, fire drill performance, complaint investigation and summary of corrective actions
- Lead the development and implementation of life safety training programs for current and new employees and directing the implementation of life safety plans during emergency occurrences
- Handle in-house emergencies such as floods, shortages, utility failures, lockouts and utilizing the available resources and manpower to maintain normalcy and continued patient care and delivery of vital services

### **Parking and Fleet Management**

- Assist patients in getting to the correct location by studying patient service schedules, planning movement schedules, responding to special requests and designing and improving response systems
- Assist students, faculty, staff, patient and visitors in maintaining compliance with parking rules and regulations
- Oversee Parking Standard Operating Procedures in relation to System parking locations, occupancy and revenue
- Oversee the inventory and management, including maintenance and operation, of CCHHS vehicles
- Performs other duties as assigned

### **Reporting Relationships**

The Executive Director of Facilities reports to the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of facilities work experience or experience in a related field
- Three (3) years of management / supervisory experience

### **Preferred Qualifications**

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Licensed as an Engineer or licensed in a hospital-related trade
- Experience with a unionized workforce
- Previous public healthcare system experience

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Knowledge and experience with hospital accreditation and regulatory requirements
- Experience supervising hospital building projects and strong leadership skills
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare materials and to correspond with CCHHS personnel and the general public
- Conflict management skills and demonstrated ability to handle incidents in a manner that is focused on deescalating problems
- Strong decision making skills and demonstrated ability to make decisions in an emergency situation
- Experience working with emergency response and life safety initiatives
- Ability to build relationships within the organization and to represent CCHHS with appropriate regulatory agencies

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Knowledge of applicable National Incident Management System (NIMS) requirements and implementation standards

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8074  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Executive Director of Government Affairs**

**DEPARTMENT**  
**Administration**

### Job Summary

Serves as the in-house governmental affairs and legislative advisor to the Chief Executive Officer (CEO) regarding federal, state or local legislative matters and initiatives. Serves as the CEO's in-house liaison to the various federal, state or local elected officials and offices. Coordinates the Cook County Health & Hospitals System's (CCHHS) approach and response to various legislative matters and works with the various departments, elected offices and agencies to coordinate the System's position. Works with County lobbyists in advocating for CCHHS' interests with State and Federal agencies and legislative bodies. Reviews Illinois legislative issues that may have a potentially negative budgetary impact for (CCHHS) relative to such legislation and provides responsive information to the CEO and the Board.

Will be in regular contact with and advise the CEO and key leaders within the organization regarding matters involving Intergovernmental Affairs.

Manages the Director of Policy in connection with developing and implementing policy approaches that address health equity and the needs of CCHHS.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

- May write legislative analysis' for proposed legislation regarding bills that will affect the respective Department; advises Health System Management and the Board of constitutional, legal and budgetary issues posed by proposed State and Federal legislation so that the County may arrive at a position relative to such legislation
- Develops fiscal analysis with supporting data to be submitted to the CEO, Chief Strategy Officer and Health System Board. Analyzes potential negative budgetary impacts that proposed state legislation may have upon the Health System
- Reviews Federal and State legislation to research availability of grant programs that may be of interest to the Health System
- Directs, coordinates and supervises the legislative efforts. Researches various legislative initiatives
- Participates and assists in the development of other confidential papers and reports as directed
- Effectively recommends and provides data to the CEO, Chief Strategy Officer, Chief of Staff and Board to assist in setting policy and making decisions concerning legislative initiatives

## **Reporting Relationships**

The Executive Director of Government Affairs reports to the Chief Executive Officer.

## **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years' work experience for a legislative body or government setting
- Three (3) years' experience in government relations, legislative affairs and policy, public policy or health administration

### **Preferred Qualifications**

- Experience analyzing, drafting or researching legislation or working with or lobbying on behalf of or before a governmental agency

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

- Ability to converse knowledgeably and communicate effectively in writing on related matters, and address complex legal questions and issues
- Ability to work with others; excellent interpersonal skills in dealing with numerous individuals from various agencies as well as co-workers
- Ability to lead and cooperate on team projects
- Ability to analyze legislation and case law and accurately assess the potential impact of legislation upon the county and its fiscal budget
- Skill in legislative writing and analysis as well as grant research and writing
- Ability to read and analyze a large volume of bills and resolutions
- Knowledge of political processes in State and County government
- Experience in dealing with legislators and elected officials
- Ability to read and analyze a large volume of bills and resolutions
- Knowledge of political processes in State and County government
- Skilled dealing with legislators and elected officials

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8075  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Executive Director of Managed Care**

**DEPARTMENT**  
**Managed Care**

### **Job Summary**

The Executive Director of Managed Care leads a Cook County Health & Hospitals System (CCHHS) sponsored health plan in an environment of major healthcare reform within a competitive market driven atmosphere. This position is responsible for the overall leadership and administration of programs and services provided by the managed care health plan. The Director ensures that all managed care products and services are in alignment with the CCHHS strategic plan goals and objectives and that Managed care mirrors the CCHHS mission, vision, and core values throughout the community. The position ensures the overall quality for delivery of medical services meets or exceeds appropriate standards.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals

### **Typical Duties (continued)**

- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- The Director works closely with the health system leadership and Medical Staff (including contracted providers) in developing the CCHHS managed care strategic direction and major policies
- The Director is responsible for leading the day-to-day operations of County Care and its contractors
- Ensures the delivery of high quality care and operational efficiency within the CCHHS managed care plan
- Assures sound fiscal operation of CCHHS managed care while promoting services that are produced in a cost-effective manner
- Ensures compliance with regulatory agencies and accrediting bodies while continually monitoring the organization's service and delivery system
- Ensures optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community
- Establishes and develops productive relationships with existing and emerging healthcare financing entities such as Medicaid, Medicare, health plans and other healthcare payers
- Establishes and attains challenging and achievable patient care, safety, education, and community service goals while ensuring financial viability
- Ensures accountability for demonstrated commitment to improving community health status and addressing societal issues that contribute to poor health, as well as personally working for the betterment of the community—at-large
- Ensures CCHHS managed care system complies with regulations governing Medicaid health plans
- Fosters a smoothly functioning, efficient organization through anticipating problems and the timely and effective resolution of disruptions
- Conducts all of the above consistent with established ideals, standards, and policies of the health system and the ethics of the profession of health plan administration

### **Reporting Relationships**

The Executive Director of Managed Care reports to the Deputy Chief Executive Officer, Finance & Strategy and is accountable to the CCHHS Board for the successful implementation of the health plan.

### **Required Minimum Qualifications**

- Bachelor's Degree is required

### **Required Minimum Qualifications (continued)**

- Minimum 10 years of progressively responsible experience in the health care industry
- Minimum of 7 years' experience in a senior level leadership role within a health plan that has served low income and/or Medicaid clients, or as a senior level member of an urban publicly supported health system
- Minimum 5 years' experience in a multi-faceted, multi-service provider setting required
- Prior experience establishing and/or developing productive relationships with existing and emerging healthcare financing entities such as Medicaid, Medicare, health plans and other healthcare payers
- Familiarity and experience working for or with Federally Qualified Health Centers

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

- Ability to delegate responsibility to the managed care leadership team, allowing them the room to identify ways and means to accomplish specific goals and objectives
- Strong problem solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical as this position will have extensive interface with external and internal stakeholders, including the members and CCHHS leadership and the CCHHS Board of Directors. Must have a diplomatic demeanor. Ability to lead and motivate teams
- Strong negotiation and problem resolution skills (good listener open to new ideas)
- Strong verbal and written communication skills as this position will frequently be called upon to resolve disputes, present data, trends, and performance results to members of upper management and CCHHS leadership
- Innovative and creative leadership style
- Strong project management skills
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8093  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Executive Director of Supply Chain Management**

### Department

**Administration**

### Job Summary

Responsible for continuously improving Cook County Health & Hospitals System's (CCHHS) supply chain strategy to meet both short term and long term business objectives which are aligned with the CCHHS Vision 2015 Strategic Plan, ensuring that each of the department functions utilize Lean principles and sustain a Lean environment for each of the core functions of Supply Chain Management, which include: Value Analysis, Strategic Sourcing/Contracting, Procurement, Operations, Mail Services, Laundry/Linen and other support services assigned to the department, development of Supplier Diversity programs, Group Purchasing Organization (GPO) administration and adherence to relevant Cook County regulations as they apply to Cook County Health and Hospitals System (CCHHS). Functions at an executive level as a direct liaison to CCHHS' Senior Leadership.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Develop broad sourcing, logistics and procurement strategies for CCHHS; drive strategy socialization and adoption throughout the health system; monitor changing system priorities, marketplace and supplier conditions and adjust strategies accordingly
- Consistent with the sourcing strategy, review opportunity analysis of relevant spend data to guide sourcing targets for key direct and indirect spend categories which will result in significant and sustainable cost savings; produce clear and compelling business cases to support the proposed course of action; work with stakeholders to implement sourcing solutions and measure and report results
- Responsible for establishing tactical priorities for the system-wide Supply Chain Management function based upon economic impact and the strategic priorities of the System
- Implement the strategic plan to enhance supply standardization/utilization through a strong Value Analysis program and physician/clinician alignment
- Responsible for development of Strategic Sourcing and Contract compliance, spend analytics associated with CCHHS leveraged volumes, customer service and service level agreements in addition to partner/supplier coordination
- Responsible for ensuring system-wide operational efficiencies associated with Inventory Control, Receiving, Procurement and Logistics
- Develop and expand CCHHS supply chain related e-business strategies
- Responsible for ensuring Supply Chain operations align with the successful implementation of clinical service line strategies of CCHHS
- Develop the Supply Chain team as a valued business partner within CCHHS
- Responsible for trending service level satisfaction through the use of an automated survey mechanism to ensure high levels of organizational satisfaction
- Establish and maintain an effective Supplier Diversity program
- Develop policies and procedures which are progressive in nature and supports CCHHS vision, goals and objectives aligning with Lean process for optimal cost, quality and customer service
- Works closely with management to communicate and incorporate best known methods of Supply Chain Management processes throughout the system with a focus on continuous improvement of all processes
- Seek to implement aggressive automation within the Supply Chain Procurement and Operations function allowing data capture for use with analyzing patient, physician and supplier trends

### **Typical Duties (continued)**

- Ensure that all contracts and departmental operations are in conformance with all applicable policies, procedures, regulations, and laws of Cook County and the State of Illinois
- Represent CCHHS at group purchasing meetings (GPO) and works to maximize the benefits of the services offered by the GPO
- Maintain personal and professional growth and development
- Ensure that the Supply Chain Management organization functions as a "leading practice"
- Work with Revenue Cycle leadership to identify and improve patient charge capture within the Supply Chain function
- Responsible for developing the Supply Chain Management system-wide budgets for the department Ensures department remains at or below established Cook County approved budget
- Responsible for planning the development and growth of supply chain associates and leadership
- Decisions to restructure departmental functions and roles of key staff/positions (independent judgment)
- Decisions regarding contracts and effected Sourcing, Procurement, Mailroom, DME, and Value Analysis organizational commitments (independent judgment)
- Decisions regarding operational logistics and corresponding clinical support (independent decision-making)
- High level of sensitive and confidential financial data, contractual and procurement commitment data, County agreements, union and labor agreements, personnel decisions and hire/fire activity Responsible for maintaining contracts to ensure readiness of Freedom of Information Act accuracy

### **Reporting Relationships**

The Executive Director of Supply Chain Management reports to the Deputy Chief Executive Officer, Finance & Strategy.

### **Required Minimum Qualifications**

- A Bachelor's Degree
- Knowledge of Enterprise Resource Planning (ERP) systems such as Lawson, PeopleSoft, McKesson/HBOC, or similar ERP systems
- Customer Service training
- Five (5) years of management or supervisory experience required,

### **Preferred Qualifications**

- Knowledge of the specific software programs: Advanced proficiency in Microsoft Excel, Word PowerPoint, Project, basic access database knowledge
- Master's Degree
- Certified Materials and Resource Professional

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

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse background
- Strong interpersonal skills
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Flexibility and adaptability in performing work duties
- Strong project and management skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8076  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**General Counsel**

**Department**  
**Administration**

### **Job Summary**

Provides legal advice and counsel to the Board and Management of the Cook County Health and Hospitals System (CCHHS). Provides professional legal support in areas of non-malpractice "open assignments" and miscellaneous legal inquiries and requests. Attends and/or monitors litigation events (dispositions, trials, hearings, etc.) and organizes and analyzes related information. Performs research and analysis on a variety of legal issues and creates and executes routine legal documents and correspondence. Provides interpretation and opinions of various laws, ordinances, regulations, and internal and external policies. Reviews and/or drafts all contracts, affiliation agreements, joint venture agreements, etc. Researches issues pertaining to health law, labor law and other areas of law. Drafts legal documents and correspondence; drafts and reviews various forms as required for institutional business purposes. Attends and monitors litigation events, organizes and analyzes related information. Assists, as necessary, the States Attorneys' Office, County Inspector General, or Legal Office of the Cook County President with various matters. Conducts or participates in training on various legal matters for the System's Board, Management, and/or Staff. Responds to subpoenas and requests for information and records, serves as the organization's formal "FOIA" contact. Coordinates certain internal hearings, assures institutional policies are adhered to and due process is achieved.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provides legal advice in a variety of matters pertaining to the executive function as well as department and agency functions, duties, powers and responsibilities set forth and defined by the County ordinance, state or federal law
- Informs the Board of any changes in Healthcare Reform
- Helps formulate and define legitimate and appropriate positions to be taken by the Board and Hospital Management. Conducts legal research pertaining to health law, labor law and other areas of law; and advises as necessary or requested
- Acts in tandem, where necessary, with legal advisors in the State's Attorney's Office and to coordinate efforts with legislative or civil proceedings where necessary, including on legal issues regarding the interpretation and enforcement of County Ordinances and policies
- Reads, analyzes and answers correspondence pertaining to a variety of legal questions of immediate concern
- May assist departments in revising ordinances, legislative proposals, directives, correspondence, and/or policies for use in intergovernmental relations and public statements etc.
- Handles special projects of specific purposes and confidential nature as required
- Assists in drafting, reviews and/or drafts ordinances, agreements, contracts, policies, procedures and other relevant documentation
- Responds to requests for information to support representation during dispositions, trials, hearings, etc.
- Participates in training on various legal matters for the Board, Management, and/or staff
- Serve as a Freedom of Information Officer and Open Meetings Act designee
- Performs other duties as assigned to support CCHHS

## **Reporting Relationships**

The General Counsel directly to the Chief Executive Officer with dual reporting to the CCHHS Board Chair.

## **Required Minimum Qualifications**

- Graduation from an accredited school of law, with a Juris Doctorate degree
- Maintain and provide proof of a current State of Illinois Law License in good standing
- Minimum of ten (10) years of legal experience, with at least three (3) years of recent legal work experience within the healthcare industry, either as in house counsel or external legal resource to client healthcare organizations

## **Preferred Qualifications**

- Prior supervisory or managerial experience
- Excellent writing and communication skills
- Experienced in negotiating and drafting various legal agreements and ability to coordinate litigation efforts

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

- Possess excellent communication skills and the ability to effectively and persuasively communicate complex legal issues
- Possess leadership and motivational skills necessary in dealing with co-workers, clients and others; ability to understand and interpret work roles and labor agreements as applied to the delegation of work assignments
- Ability to clearly articulate complex legal issues and analysis orally and in writing. Ability to manage and control the allocation of available resources to achieve projects and goals. Working knowledge in the areas of labor relations, grants and contracts, and/or corporate compliance
- Knowledge in the areas of labor relations, grants, contracts, corporate compliance and healthcare reform statutes and mandates
- Excellent verbal and written communication skills necessary to communicate complex legal issues effectively and persuasively with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent program development, management and leadership skills
- Strong customer service and empathy skills
- Demonstrate leadership and motivational skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to manage and control the allocation of available resources to achieve projects and goals
- Ability to understand and interpret work roles and labor agreements
- Ability to prioritize, plan and organize projects and tasks

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8077  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
IT Operations Officer

**DEPARTMENT**  
Information Systems / Information Technology

### Job Summary

Under the direction of the Chief Information Officer, the IT Operations Officer is responsible for providing day to day operations/management to the Hospital Information Systems (HIS) Department. This includes oversight and leadership to the following IT Teams: Network, Server, Telecommunications, Desktop, Helpdesk, Integration, Financial, Clinical and Decision Support. In addition to oversight of the above-mentioned departments, the IT Operations Officer is responsible for the operational direction of all information technology utilized by the Cook County Health & Hospitals System (CCHHS) users, including computer equipment, networking, clinical, ancillary and financial systems, telecommunications and decision support reporting systems. As a member of the IT Executive Leadership Team key responsibilities of this role include establishing applicable IT organizational policies in accordance with the needs of CCHHS, its employees, patients, visitors and guests. Additionally, the IT Operations Officer will manage the planning, design, coordination, development, implementation, and maintenance of departmental or Systems-wide automated information systems. In addition, this position ensures the continuous operation and delivery of enterprise-wide integrated business and administrative information services through managing all capital and operating budget preparation, expenses and management of budget.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Leads the department in developing, coordinating, and implementing information technology projects and initiatives that improve cost effectiveness and service delivery
- Identifies and integrates long- range automated information systems requirements into departmental and System strategic plans to ensure the meeting of Federal, State and/or other data collection and reporting mandates
- Provides good organization and structure skills for planning, organizing, assigning, directing and evaluating the information technology activities of the department; defines long-range automated information systems requirements, coordinates departmental input and recommends information system priorities, plans, policies and procedures
- Responsible for capital and operating budget preparation, expenses, and management of the budget
- Work closely with the Chief Information Officer to manage vendor relationships and associated technology and costs
- Supports and implements approved projects by the Systems governance structures to ensure integrity of Information Technology architecture, system interoperability, support for critical systems, and alignment of information technology initiatives and resources with the System's strategic plans
- Directs the development and maintenance of enterprise hospital information software with interconnection of the various departments' health care ancillary information Systems to enhance patient care and increase revenue
- Supervises the day to day operations of the department activities and technical staff
- Work closely with the HIS Manager Team to establish and monitor department policies, goals and priorities in the alignment of technology with company goals and priorities

### **Reporting Relationships**

The IT Operations Officer reports to the Chief Information Officer - CCHHS.

### **Required Minimum Qualifications**

- Graduation from and accredited college or university with a degree in Computer Science or Management Information Systems
- Ten (10) years' healthcare experience in managing the design, development, implementation, operation and maintenance of large and complex information systems in a large, multi-service public and private-sector organization (non-healthcare)

### **Preferred Qualifications**

- Fifteen (15) years of direct management of an IT Operations/Department with substantial revenue cycle and Siemens software experience

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

- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to prepare departmental budgets
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Donna Hart  
Chief Information Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8078  
Grade: K12  
FLSA: Exempt

STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Medical Director, Ambulatory Services**

**DEPARTMENT**  
**Ambulatory Services**

**Job Summary**

The Medical Director, Ambulatory Services develops guides and manages the clinical, educational and research activities of all of the medical staff. The Medical Director provides leadership to the medical staff, including supervising the Clinic physician leads, actively participating in hospital and staff committees and continuing medical education activities and ensuring quality medical care is provided.

This position is exempt from Career Service under the Cook County Health & Hospitals System (CCHHS) Personnel Rules.

**Typical Duties**

**General Administrative Responsibilities**

Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Assumes responsibility for the medical management of the Ambulatory services
- Monitors and coordinates all medical activities of the clinics including developing medical staff evaluation and medical policies, procedures and programs
- Reviews all policies and procedures directly affecting patient care from other departments across out patient service
- In conjunction with Department Chairperson, establishes short and long-term goals, objectives and programs in accordance with medical by-laws
- Monitors ongoing functions of all departments in the achievement of their stated goals in an efficient and cost-effective manner
- Oversees preparation of an annual operating / capital budget and forward budgetary recommendations to the Chief Operating Officer, Ambulatory Services
- Informs clinical department chairs about applicable policies and procedures of outpatient services and monitors implementation
- Attends and/or chairs required administrative meetings and contributes to the discussion and resolution of identified problems
- Assumes responsibilities for the management of medical staff
- Responsible for oversight of medical staffing for all patient care areas
- Ensures the appropriate numbers of staff are recruited to meet the clinical needs of the clinics
- Coordinates recruitment activities as vacancies occur
- Serves as a resource for all staff physicians' recruitment
- Ensures physicians have proper credentials, and in conjunction with Department Chairs, ascertains the appropriate clinical appointments
- Ensures appropriate conduct and ethical behavior in compliance with the rules/regulations and bylaws of the medical staff
- Utilizes established administrative performance guidelines as the basis for evaluating medical staff in the biennial reappointment process
- Maintains records of all medical staff members, including house staff, regarding licensure and other relevant information
- Responsible for assuring the highest quality of medical care is rendered
- Conducts quality assessments and medical care evaluation activities, including diagnostic tests results, consultation reports, therapy progress notes and other records related to medical care
- Serves as medical liaison between the hospital and accrediting/regulatory agencies
- Assesses and ensures that the quality of care delivered in the meets established standards
- Assesses and ensures that the quality of care delivered in the hospital meets standards established by Joint Commission and other regulatory bodies

### **Typical Duties (continued)**

- Submits to the Joint Conference Committee monthly reports related to Quality Assurance, Utilization Management Safety, Infection Control and Attending Physicians
- Serves as a liaison between the medical staff and the Board and maintains communications between the two
- Performs routine diagnosis and management of patients with general medical conditions. Upon request for consultation from staff member, is expected to provide direct patient care in his/her specialty
- Maintains oversight of the implementation of the physician's assessment aspects of the Resident Assessments
- Assumes the responsibilities of all applicants for appointment and reappointments
- Reviews the credentials of all applicants for appointment and reappointment to the medical staff in accordance with the medical staff bylaws and forwards the information to the Credentials Committee with a recommendation
- Provides information needed to the Credentials Committee on the delineation of clinical privileges
- Assumes responsibility for the continuous quality improvement of patient care and departmental/divisional functions
- Participates in all surveys conducted by various accrediting bodies such as Joint Commission, IDPH, SSH and the medical and surgical specialty board
- Creates an environment for learning linked to knowledge, policies, procedures and ongoing clinical practices of physicians
- Encourages system-wide research activities to foster an academic environment which improves clinical practice and promotes clinical research appropriate to the population served
- Represents the hospital and departments/divisions at medical and professional associates meetings and promote the image of the hospital in outreach efforts for referring hospitals and other organizations regarding patient transfers and shared services
- Facilitates and encourages implementation of programs designed to meet the ongoing continuing educational needs of medical staff
- In consultation with training program directors and/or department heads provides overall monitoring of all staff training programs including continuing medical education and faculty development for attending physicians
- Attending annually ongoing seminars/continuing medical education (CME) sessions related to administrative skills
- Recognizes the needs and behaviors of a variety of age groups of patients treated (i.e., understands child growth and development, normal patterns of adolescent behavior of normal aging)
- Integrates this knowledge and skills into age appropriate response to psychosocial and physical needs and each patient
- Maintains sufficient skills to complete a biophysical and psychosocial evaluation based on age

### **Reporting Relationships**

The Medical Director, Ambulatory Services has a matrix reporting structure reporting both to the Chief Medical Officer and the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Doctorate degree (MD, DO) from a recognized and certified professional school
- Board Certification in a Specialty or Primary Care Field
- Valid State of Illinois License
- Credentialed and privileged member of the Medical Staff
- 10 (ten) years of progressive medical management experience in a large, complex, multi-campus health delivery system or organization

### **Preferred Qualifications**

- MBA, MPH MHA or comparable experience

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

- Strong interpersonal skills
- Demonstrates sensitivity and respect in caring for patients
- Excellent written and verbal communication
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Emergency response skills
- Portrays excellent collaborative and team building skills
- Ability to work as a team member, creating and maintaining effective working relationships
- Ability to understand and apply guidelines, policies and procedures
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint) and data analysis software and tools
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. Claudia Fegan  
Chief Medical Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8079  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Medical Director, Managed Care**

**DEPARTMENT**  
**Managed Care**

### Job Summary

This position oversees all medical care and medical management utilization review activities for the Cook County Health & Hospitals System (CCHHS) sponsored health plan serving Medicaid recipients or any other government sponsored program.

The Medical Director, Managed Care oversees the health care needs of the membership while ensuring balance of the overall managed care costs.

The position serves as the principal medical policy advisor to the managed care leadership, as well as CCHHS leadership, for managed care members. The incumbent provides professional leadership and direction to the utilization/cost management and clinical quality management functions.

The position represents managed care to all in and out of network providers that serve managed care members.

The position assists CCHHS leadership in monitoring and developing capacity for primary care and specialty care services reflects the needs of current and anticipated managed care members.

This position establishes collaborative working relationships with other managed care functions that interface with the contracted Third Party Administrator such as medical management, provider relations, member services, and managed care operations and administration. Assists in short and long range program planning, total quality management and building external relationships.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success

### **Typical Duties (continued)**

- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Responsible for ensuring managed care members receive quality, cost effective health care
- Designs and implements managed care policies, goals and objectives
- Plans, organizes, and directs the medical services Managed care program, consisting of all primary and specialty services for in-patient, out-patient, preventive and wellness programs
- Monitors and works with providers to develop and maintain appropriate capacity for these services to meet the needs of members
- Provides professional leadership and direction to the functions within the Medical management department (Utilization, Clinical Quality Management and Credentialing)
- Supports collaborative relationships with physicians and hospitals
- Establishes, evaluates, and modifies medical decision-making policies and review criteria, as appropriate
- Participates in the Appeals and Grievance process to assure timely, accurate responses to members
- Creates strategic opportunities to control cost and increase quality
- This position may serve as a member or chair the following committees:
  - Quality Management Committee
  - Credentialing Committee
  - Physician Advisory Panel
  - Other committees, public and internal, as assigned

### **Typical Duties (continued)**

- Performs other duties as deemed necessary by the CCHHS Executive Director of Managed Care

### **Reporting Relationships**

The Medical Director, Managed Care reports to the Executive Director of Managed Care.

### **Required Minimum Qualifications**

- Doctorate Degree in Medicine
- Board certification by an American Board of Medical Specialties (ABMS) recognized specialty board
- Active, unrestricted medical license – either Doctor of Medicine (MD) or Doctor of Osteopathic Medicine
- Five Years of clinical practice
- Prior experience with the development and implementation of clinical practice guidelines
- Experience with low income populations, including Medicaid, under and uninsured persons, dual eligible (Medicaid/Medicare)
- Knowledge of relevant regulatory and accreditation agencies and requirements

### **Preferred Qualifications**

- Experience with Disease Management, Quality Management, and Pharmacy Management
- Certification by the American Board of Quality Assurance and Utilization Review Physicians or the American Board of Medical Management desired but not required
- Master's in Public Health, MBA or MA preferred

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

- Must possess excellent communications skills to interface with providers, staff, and management
- Short-term and long term planning skills
- Leadership skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Steven Glass  
Executive Director of Managed Care

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8080  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Network Information Officer

### DEPARTMENT

Information Systems / Information Technology

### Job Summary

The Network Information Officer is responsible for strategic planning and maintenance of all voice, data and networking operations at all Cook County Health and Hospitals System locations. Oversees the management of day-to-day hardware and software for voice communications (VOIP and PBX), data communications, workstation support, remote access and network infrastructure including local network and wide area networks. Working with Senior Leadership team, develops and implements improvements to the network structure and researches new platforms and architectures to meet growing capacity demands.

This position is exempt from Career Service under the Cook County Health & Hospital System (CCHHS) Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals

### **Typical Duties (continued)**

- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Oversees the provision of a comprehensive, integrated, reliable and high-quality network services for CCHHS for local and wide-area networking, network facilities and infrastructure, internet access, high-performance networking, network security, remote access to CCHHS IT services and telecommunications
- Directs network support staff in the planning, acquisition, implementation, integration and support of the network architecture and infrastructure hardware and software
- Directs performance upgrades and capacity planning activities to enhance network performance and data access. Develops network standards and metrics and monitors network stability, performance and reliability
- Researches cost effective technology service delivery options and makes recommendations to Leadership Team on Network enhancements. Also works with Leadership Team and Chief Information Officer to develop strategic plan for implementing applicable options
- Develops specifications and documentation for network infrastructure, equipment, software and hardware schematics and guidelines. Participates in any construction/reconstruction plans to ensure that existing or new networks can be optimized
- Oversees third party support for Networks
- Prepares budgets for all data and voice software and hardware requirements

### **Reporting Relationships**

The Network Information Officer reports to the Chief Information Officer - CCHHS.

### **Required Minimum Qualifications**

- Bachelor's, or higher level degree, in Information Systems/Computer Science or related field
- Seven (7) years of experience in providing networking services for both voice and data
- Five (5) years management and leadership experience

### **Preferred Qualifications**

- Master's in Business Administration or Master of Science Degree in Computer Science
- Ten (10) years' experience working in the field and building out network infrastructure in the information technology industry

### **Preferred Qualifications (continued)**

- Three (3) years Information Security experience in a complex healthcare organization

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

- In-depth knowledge of the acquisition, installation, maintenance of networking, telecommunications and computing equipment
- In-depth knowledge and experience with Microsoft Exchange, Microsoft Lync and other enterprise-wide messaging system
- In-depth knowledge of Server, LANS, Client virtualization software
- Experience with implementing Disaster Recovery and Contingency Plans
- In-depth knowledge of applicable laws and regulations as they relate to technology issues in Healthcare (e.g., HIPAA Privacy and Security, Meaningful Use Initiative, Stark Regulations, etc.)
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to apply technological solutions to business problems
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to negotiate effectively at all levels
- Respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse background
- Flexible and able to deal with ambiguity and change
- Ability to work well under pressure

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Donna Hart  
Chief Information Officer - CCHHS

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Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

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Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8065  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Ruth M. Rothstein CORE Center

### DEPARTMENT

Administration

### Job Summary

The Director of Ruth M. Rothstein CORE Center is responsible for the overall operation of the Ruth M. Rothstein CORE Center ("CORE"). This position is responsible for the implementation of operational policies and procedures ensuring a patient experience that is positive, seamless and efficient. The Director of CORE will facilitate, direct, integrate and coordinate activities and programs designed to improve patient access to care that is patient centered, high quality and cost effective. Optimize a matrix organizational structure by creating the necessary support mechanisms, organizational culture, and behavior patterns a successful matrixed administrative structure requires.

Working closely with Cook County Health & Hospitals System (CCHHS) leadership, and under the direction of the Chief Operating Officer for Ambulatory Services, the Director of CORE is responsible for building effective partnerships and promoting collaborative relationships across the CCHHS, and throughout the community. The Director of CORE participates in formulating clinical policies, setting management objectives, budgets, and developing and evaluating programs, systems and services.

The Director of CORE is responsible for creating an environment and culture that enables the CORE Center to successfully fulfill the CCHHS (System) mission; to provide high quality care to the residents of Cook County regardless of their ability to pay. The Director of CORE shall convey the System's mission to all staff, while holding staff accountable for their performance and motivating them to improve. This position is also responsible for the measurement, assessment, and continuous improvement of the Hospital's overall performance, and for meeting goals and objectives and associated targets. Optimal performance is defined as consistently meeting or exceeding patient expectations, efficiently using limited resources, and adhering to all regulatory agency requirements.

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

## **Typical Duties**

### **General Administrative Responsibilities**

#### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Day-to-day operations, achievement of both long and short-term goals, patient relations and driving a culture focused on high quality health care, service excellence and regulatory compliance
- Coordinates and integrates all service lines including: inpatient, outpatient, and emergency services, and shared services such as patient access, pharmacy, radiology, cardiac diagnostics and the clinical laboratory
- Establishes goals and objectives consistent with the CCHHS strategic plan and in accordance with the mission of the Cook County Health and Hospitals System
- Responsible for coordinating the development and implementation of hospital goals and objectives
- Develops and maintains collaborative relationships between the hospital and community-based organizations
- Works with medical staff and other CCHHS senior leadership staff to complete an annual assessment of the extent to which the facility is fulfilling its mission, philosophy, and values and is meeting the health care needs of the community it serves and, when necessary, initiates changes and improvements

### **Typical Duties (continued)**

- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Attracts and retains high quality management personnel who will contribute to the sustained success of the facility
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Maintains open, honest, and timely communications to the facility's many and varied publics including the community, employees, medical staff, Board of Directors, and patients
- Encourages the professional growth and development of the Provident Hospital management team through such activities as workshops, seminars, independent study, and other continuing education opportunities
- Develops an annual budget for the facility that is within the budgetary guidelines and timetables established by the system
- Monitors all financial operations to ensure that the facility utilizes its resources in a fiscally responsible manner so as to assure the facility's long-term sustained success in the future
- Authorizes purchases, distributions, contracts, and other transactions within the limits established
- Provides input and updates the long-range financial plan that supports the organization's overall strategic plans and objectives
- Supports and actively participates in meetings, committees, activities, and programs sponsored, and is an active member of the leadership team for hospital based services

### **Reporting Relationships**

The Director of CORE reports to the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's Degree in Business, Hospital or Public Administration, Public Health, Business Administration, or a related field; or in a clinical field such as Nursing.
- Ten (10) years of progressive operations experience, with a breadth of experience in health care leadership roles and an understanding of the health care industry
- Seven (7) years of progressive supervisory or managerial experience

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

- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Experience assessing programs, evaluating organizational needs, designing process changes, and successfully implementing changes to process flow and patient care
- Thorough knowledge of the principles and practices of healthcare administration

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Proactively meets challenges and achieves solutions through collaboration. Promotes collaboration while working to achieve collective outcomes; is inclusive of peers and/or key stakeholders when making decisions that affect operations
- Maintains a commitment to quality and service in all aspects of his/her work, and strives for continuous organizational improvement
- Demonstrated success in operations improvement efforts, cost management initiatives, and health system development and management
- Experience working with physicians, nurses, technicians, and other clinicians
- Has a strong performance orientation and thinks strategically
- Establishes clear expectations, and continuously measures performance
- Maintains focus on priorities
- Has a highly organized, self-directed approach to work
- Follows through on commitments and manages expectations
- Is customer focus and delivers on commitments
- Is a dynamic, highly motivated, results-oriented individual who generates innovative and progressive ideas
- Operates well in a shared decision-making culture, and is successful in a fast-paced professional environment that requires the ability to handle multiple tasks and lend attention to detail
- Thinks critically, works efficiently, and acts responsibly in a collaborative environment with multiple work demands and short time frames
- Demonstrated ability to motivate and empower employees in an interdisciplinary fashion to achieve optimal health care outcomes in a cost efficient manner
- Is a systems thinker who looks for patterns, identifies problems or opportunities, and takes action. Works effectively across functions and services
- Highly diversified work requiring significant mental effort and planning

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8081  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Operating Officer, Provident**

**DEPARTMENT**  
**Provident Hospital of Cook County**

### Job Summary

The Operating Officer, Provident is responsible for the overall operation of the Provident Hospital campus. This position is responsible for the implementation of operational policies and procedures ensuring a patient experience that is positive, seamless and efficient. The Operating Officer will facilitate, direct, integrate and coordinate activities and programs designed to improve patient access to care that is patient centered, high quality and cost effective. Optimize a matrix organizational structure (i.e. Inpatient, Outpatient, Shared Services, Managed Care environment) by creating the necessary support mechanisms, organizational culture, and behavior patterns a successful matrixed administrative structure requires.

Working closely with Cook County Health & Hospitals System (CCHHS) leadership, and under the direction of the Chief Operating Officer for Ambulatory Services, the Operating Officer, Provident is responsible for building effective partnerships and promoting collaborative relationships within the hospital, across the CCHHS, and throughout the community. The Operating officer participates in formulating clinical policies, setting management objectives, budgets, and developing and evaluating programs, systems and services.

The Operating Officer is responsible for creating an environment and culture that enables the hospital to successfully fulfill the CCHHS (System) mission; to provide high quality care to the residents of Cook County regardless of their ability to pay. The Operating Officer shall convey the System's mission to all staff, while holding staff accountable for their performance and motivating them to improve. This position is also responsible for the measurement, assessment, and continuous improvement of the Hospital's overall performance, and for meeting goals and objectives and associated targets. Optimal performance is defined as consistently meeting or exceeding patient expectations, efficiently using limited resources, and adhering to all regulatory agency requirements.

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

## **Typical Duties**

### **General Administrative Responsibilities**

#### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Day-to-day operations, achievement of both long and short-term goals, patient relations and driving a culture focused on high quality health care, service excellence and regulatory compliance
- Coordinates and integrates all service lines including: inpatient, outpatient, and emergency services, and shared services such as patient access, pharmacy, radiology, cardiac diagnostics and the clinical laboratory
- Establishes goals and objectives consistent with the CCHHS strategic plan and in accordance with the mission of the Cook County Health and Hospitals System
- Responsible for coordinating the development and implementation of hospital goals and objectives
- Develops and maintains collaborative relationships between the hospital and community-based organizations
- Works with medical staff and other CCHHS senior leadership staff to complete an annual assessment of the extent to which the facility is fulfilling its mission, philosophy, and values and is meeting the health care needs of the community it serves and, when necessary, initiates changes and improvements

### **Typical Duties (continued)**

- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Attracts and retains high quality management personnel who will contribute to the sustained success of the facility
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Maintains open, honest, and timely communications to the facility's many and varied publics including the community, employees, medical staff, Board of Directors, and patients
- Encourages the professional growth and development of the Provident Hospital management team through such activities as workshops, seminars, independent study, and other continuing education opportunities
- Develops an annual budget for the facility that is within the budgetary guidelines and timetables established by the system
- Monitors all financial operations to ensure that the facility utilizes its resources in a fiscally responsible manner so as to assure the facility's long-term sustained success in the future
- Authorizes purchases, distributions, contracts, and other transactions within the limits established
- Provides input and updates the long-range financial plan that supports the organization's overall strategic plans and objectives
- Supports and actively participates in meetings, committees, activities, and programs sponsored, and is an active member of the leadership team for hospital based services

### **Reporting Relationships**

The Operating Officer, Provident has a matrix reporting structure reporting to the Chief Operating Officer, Hospital Based Services and the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- Master's Degree in Business, Hospital or Public Administration, Public Health, Business Administration or a related field
- Ten (10) years of progressive operations experience, with a breadth of experience in health care leadership roles and an understanding of the health care industry
- Seven (7) years of progressive supervisory or managerial experience

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

- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Experience assessing programs, evaluating organizational needs, designing process changes, and successfully implementing changes to process flow and patient care
- Thorough knowledge of the principles and practices of healthcare administration

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Proactively meets challenges and achieves solutions through collaboration. Promotes collaboration while working to achieve collective outcomes; is inclusive of peers and/or key stakeholders when making decisions that affect operations
- Maintains a commitment to quality and service in all aspects of his/her work, and strives for continuous organizational improvement
- Demonstrated success in operations improvement efforts, cost management initiatives, and health system development and management
- Experience working with physicians, nurses, technicians, and other clinicians
- Has a strong performance orientation and thinks strategically
- Establishes clear expectations, and continuously measures performance
- Maintains focus on priorities
- Has a highly organized, self-directed approach to work
- Follows through on commitments and manages expectations
- Is customer focus and delivers on commitments
- Is a dynamic, highly motivated, results-oriented individual who generates innovative and progressive ideas
- Operates well in a shared decision-making culture, and is successful in a fast-paced professional environment that requires the ability to handle multiple tasks and lend attention to detail
- Thinks critically, works efficiently, and acts responsibly in a collaborative environment with multiple work demands and short time frames
- Demonstrated ability to motivate and empower employees in an interdisciplinary fashion to achieve optimal health care outcomes in a cost efficient manner
- Is a systems thinker who looks for patterns, identifies problems or opportunities, and takes action. Works effectively across functions and services
- Highly diversified work requiring significant mental effort and planning

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Debra Carey  
Chief Operating Officer, Ambulatory Services

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8082  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Privacy Officer

**DEPARTMENT**  
Compliance

### Job Summary

The Privacy Officer reflects the mission and vision of Cook County Health & Hospitals System (CCHHS), adheres to the organization's Code of Conduct and Corporate Compliance Program, and complies with all relevant policies, procedures, guidelines and all other regulatory and accreditation standards.

The System Privacy Officer is responsible for the ongoing development, implementation, maintenance, and evolution of CCHHS' privacy program and all related privacy activities.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Serves in a leadership role to develop a system-wide privacy program as part of the system's compliance program
- Synchronizes system-wide privacy program materials and messaging to present a uniform message
- Develops strong system-wide practices through privacy policies and procedures
- Assesses, evaluates implements, maintains, and updates CCHHS information privacy policies and procedures
- Designs system-wide plans for auditing and monitoring
- Establishes a structured process for regulatory review, monitoring, and dissemination of information. Modifies policies, procedures, and projects to reflect changes in laws and regulations
- Develops and coordinates privacy projects with CCHHS system entities
- Oversees, directs, delivers, or ensures delivery of privacy education, training and orientation to all senior leadership, employees, physicians, volunteers, students, vendors, and consultants
- Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all privacy complaints. Collaborates with operational areas to remediate concerns
- Maintains highest levels of confidentiality regarding all departmental operations – in communication both verbal and written and with the use of technology

### **Additional Functions**

- Composes and prepares complete and accurate compliance program materials (material is defined but not limited to the following examples: documents, memorandum, meeting minutes and agendas, narrative and statistical reports, presentations, projects, overheads, slides, graphs, charts, and listings) within designated time parameters
- Ability to prioritize work with minimal supervision and use time effectively. Requires high degree of follow-through despite frequent interruptions. Possess ability to work in a fast-paced environment, which requires handling multiple tasks at once

### **Reporting Relationships**

The Privacy Officer reports to the Chief Corporate Compliance & Privacy Officer.

### **Required Minimum Qualifications**

- Bachelor's Degree from an accredited college or university (or higher level degree)
- Three (3) years of recent experience in HIPAA privacy and/or security including program analysis, development and testing required

### **Required Minimum Qualifications (continued)**

- Collective three (3) years of recent experience in the following: a hospital or large multi-specialty clinic setting; or a consulting or law firm specializing in healthcare; or a governmental agency focused on healthcare; or an insurance company working in healthcare claims or compliance
- Three (3) years of conducting complex healthcare privacy investigations

### **Preferred Qualifications**

- Master's Degree or Juris Doctor (JD) from an accredited college or university

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

- Leadership competencies to include planning and organizing, problem solving, informing, consulting, supporting and networking
- Project Management experience and exceptional organizational skills
- Extensive Report Development experience & Policy & Procedure development experience
- Knowledge of Health Care Regulatory standards and accreditation agencies, especially those affecting privacy and security
- Experience in Public Speaking and Business Presentations
- Highly developed software application skills – MS Office Access, Excel, PowerPoint, and Word
- Behavioral commitment to quality work and customer service philosophy
- Strong communication skills – written and verbal; skilled in partnership development and conflict resolution
- Strong interpersonal skills: for building relationships with internal clients at all levels of the organization
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Detail oriented
- Flexibility and adaptability in performing work duties, managing multiple and competing priorities and coordinating diversified efforts
- Ability to travel to and from any CCHHS entity, including the Ambulatory Clinics and Cook County entities / offices

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Cathy Bodnar  
Chief Corporate Compliance & Privacy Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8083  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Secretary to the Board**

**Department**  
**Administration**

### **Job Summary**

Performs duties for the System Board as they relate to the operations of all meetings of the System Board and its Committees. Establishes and coordinates processes to ensure that actions of the System Board are documented and made available to the public in compliance with state laws for public bodies. Establishes processes to maximize efficiencies through the use of information technology to facilitate the actions of the System Board, and to coordinate System staff communications with regard to items requiring System Board approval. Serves as a liaison to the Cook County Clerk's Office (Clerk of the Board), the Office of the Secretary to the Board of Commissioners of Cook County, and other Cook County bureaus and departments, to coordinate the submission of those System Board-approved items which also require the consideration and approval by the Cook County Board. Serves as a liaison with the Office of the President and offices of the Cook County Commissioners to facilitate requests and maintain communications, as needed. Provides guidance to System staff in the preparation of items requiring System Board action. Maintains a System Board website, an electronic tool which allows the public to obtain notices, agendas, and reports of the System Board and its Committees through the World Wide Web. Maintains an electronic database of recipients from the general public for agenda and notice distribution.

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

### **Typical Duties**

- Maintains accurate and sufficient records of the System Board and its Committees, as required by law. Attends meetings of the System Board and its Committees, and oversees the planning, drafting and distribution of notices and agendas of such meetings
- Coordinates the preparation of items requiring System Board action with the Chief Executive Officer, senior leadership, and the Board Chair and Chairs of the various Committees
- Prepares notes and memoranda, and oversees the recording of minutes and other records required to be preserved and maintained by the System Board for future reference
- Directs and supervises support staff in administrative functions, and in the operation of meetings of the System Board and its Committees

### **Typical Duties (continued)**

- Receives special project assignments from the Chief Executive Officer
- Maintains the Seal of the Board, and authenticates all acts of the System Board
- Prepares annual schedule of meetings of the System Board and its Committees
- Responds to inquiries from the general public with regard to meetings of the System Board and its Committees
- Assists in providing information to the Directors of the System Board on Cook County matters, including those relating to current or pending legislation that impacts the System

### **Reporting Relationships**

Reports directly to the Chair of the System Board and coordinates with the Chief Executive Officer and senior leadership to guide and support the needs of the System Board.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or related field
- Five (5) years of practical work experience in areas related to the above; OR an equivalent combination of education, training and experience

### **Preferred Qualifications**

- Work experience in a government setting dealing with elected officials and political processes in State and/or County government

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

- Skill in establishing and coordinating processes to ensure that actions of the System Board are documented and made available to the public in compliance with state laws for public bodies
- Ability to maintain accurate and sufficient records of the System Board and its Committees, as required by law
- Thorough knowledge and the ability to maintain a System Board website, an electronic tool which allows the public to obtain notices, agendas, and reports of the System Board and its Committees through the World Wide Web
- Ability to maintain an electronic database of recipients from the general public for agenda and notice distribution

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8084  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Security Information Officer

**DEPARTMENT**  
Information Systems / Information Technology

### Job Summary

The Security Information Officer (SIO) is responsible for leading the development and delivery of a comprehensive information security system for Cook County Health and Hospitals Systems (CCHHS) to protect CCHHS's network security architecture, network access and data from unauthorized access. Leads the development of best practice procedures and standards for information access, security and privacy. Develops and implements risk mitigation strategies to safeguard proprietary information from threats and vulnerabilities. Oversees incident report response planning and investigation into security violations and determines appropriate resolution. Leads the development and delivery of information security awareness programs for employees and other authorized users. And, works with Chief Information Officer – CCHHS to prioritize security initiatives and risk management assessment.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Directs the information security support and consultation for systems and applications across multiple platforms at all CCHHS locations
- Manage all user access to CCHHS Information Systems and data and revoke access privileges as required
- Provides leadership and guidance on the adequacy of information security measures being developed or utilized with existing and or proposed applications and systems
- Develops and implements security procedures and policies that are in full compliance with statutory and regulatory requirements such as HIPAA. Oversees the dissemination of policies and standards to the CCHHS community
- Develops and implements on going risk assessment programs to maintain security and prevent information breaches
- Recommends methods for vulnerability detection and remediation such as firewall vulnerability testing
- Directs the development and enhancement of Incident Reporting and Response system to address security violations and coordination of resolutions
- Develops information awareness programs for CCHHS employees and authorized users
- Oversees the process to ensure that all users receive periodical IT security training

### **Reporting Relationship**

The Security Information Officer reports to the Chief Information Officer - CCHHS.

### **Required Minimum Qualifications**

- Bachelor's, or higher level degree, in Computer Science or related field
- Seven (7) years of experience within an Information Security environment
- Five (5) years management and leadership experience

### **Preferred Qualifications**

- Master's in Business Administration or Master of Science Degree in Computer Science
- Ten (10) years of experience within an Information Security environment
- Three (3) years Information Security experience in a complex healthcare organization

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

- In-depth knowledge of all areas of Information Security, including but are not limited to Mainframe technologies, WEB technologies, Networking technologies, and Distributed Systems technologies (e.g., Firewalls, TCP/IP, PKI based Authentication, UNIX, Window NT, PC/LAN/WAN, VAX)
- Understanding of computer systems characteristics, features, and integration capabilities
- Extensive knowledge of enterprise software applications
- In-depth knowledge of applicable laws and regulations as they relate to technology issues in Healthcare (e.g., HIPAA Privacy and Security, Meaningful Use Initiative, Stark Regulations, etc.)
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to apply technological solutions to business problems
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Able to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators
- Able to negotiate effectively at all levels. Flexible and able to deal with ambiguity and change

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Donna Hart  
Chief Information Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8085  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Senior Director of Finance

### DEPARTMENT

Finance

### Job Summary

Reporting to the Chief Financial Officer, the Senior Director of Finance is responsible for all financial reporting for the Cook County Health & Hospitals System (CCHHS), Expenditure Control, Accounts Payable, and Payroll. The Senior Director of Finance is responsible for the accuracy and integrity of the monthly financial reporting to the System Board of Directors and County government. The position along with the Chief Executive Officer and the Chief Financial Officer must sign and approve the reports made to the System Board of Directors prior to the submission to the Board of Directors. The Senior Director of Finance is responsible for the coordination of all aspects of the independent financial audit each year for the System's activities and the inclusion of those results with the CAFR report for Cook County.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Oversees preparation and integrity of monthly financial statements, ensuring all deadlines for filing are met
- Provides monthly financial reporting of key business initiatives and outcomes, including financial statement summaries to Senior Leadership and CCHHS' Board of Directors
- Manage the data gathering and associated deadlines for Medicare and Medicaid Cost Reports
- Provides ongoing financial analysis of operational results against the budget
- Develop and implement cost controls to support organizational goals / objectives, when and as needed
- Ensure appropriate and accurate recordkeeping for functional areas of responsibility; prepare associated reports and correspondence
- Conduct regular internal audits to ensure organizational compliance and minimize financial risks
- Meets regularly with staff from the County Comptrollers department to insure the appropriate exchange of information between the System and the County
- Manages Accounts Payable functions for CCHHS
- Oversees the functions of Expenditure Control including providing annual projections of expenditures as compared to the approved annual appropriations
- Is responsible for Payroll for the System including providing guidance to staff and ensuring compliance with all Cook County and CCHHS policies as well as compliance with local, state and federal laws
- Insures staff are paid according to Cook County and CCHHS policies along with relevant and applicable local, state and federal laws
- Manages the monthly production of the financial reporting packages and the development of estimates and accruals used in accrual financial reporting
- Develops systems to accumulate information for the inclusion in the package of reports prepared monthly
- Cooperates with Internal Audit Department and The Office of Inspector General to help conduct reviews of potential areas where the assets of the System may be at risk
- Provides daily and monthly reporting to management and other staff about the collection of cash and the submission of cash to the Comptroller's Office at Cook County government
- Responsible for creating or approving policies, procedures, and budgets
- Provides information to senior levels of management on the implication of policies and procedures being formulated and recommends specific action

### **Typical Duties (continued)**

- Maintains monthly financial reporting to comply with the calendar of the System Board of Directors
- Completes the annual external audit to comply with the Comptrollers schedule for completion

### **Reporting Relationships**

The Senior Director of Finance reports to the Chief Financial Officer - CCHHS.

### **Required Minimum Qualifications**

- Bachelor's or higher level degree in Accounting or Finance, required
- Seven (7) years of accounting experience
- Five (5) years' experience supervising staff
- CPA Certificate

### **Preferred Qualifications**

- Master's degree in Business Administration preferred

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

- Demonstrated history of effective operations management including compliance with financial budgets
- Hospital Accounting and general accounting principles
- Payroll processing functions including familiarity with all local, state and federal laws
- Remains current on all governmental laws, rules and regulations pertaining to the position and ensures regulatory compliance
- Development and trends relevant to functional areas of responsibility
- Basic principles of budget preparation
- Highly effective written and verbal skills and ability to reprioritize as demands change
- Analytical skills necessary to evaluate and recommend operational procedures
- Ability to implement applicable management techniques to ensure efficient and effective operation of departments
- Maintain working relationships with internal and external groups on an on-going basis in order to operate functional areas of responsibility
- Analyze information, statistics and reports of department activities; prepare feedback of trends for the Chief Financial Officer
- Resolve complex problems involving diverse functional areas

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Ekerete Akpan  
Chief Financial Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8086  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Senior Director of Imaging Services

### DEPARTMENT

Radiology Administration

### Job Summary

Under the direction of the Chief Operating Officer of Hospital Based Services and Medical Department Chair of Radiology, the Senior Director of Imaging Services serves as the director over the division of Imaging Services for the Cook County Health and Hospitals System (CCHHS) to ensure the service provided complies with established CCHHS policies. The Senior Director of Imaging Services is responsible for the overall direction, coordination and operation of CCHHS inpatient (hospital based) and outpatient (ambulatory) imaging departments and programs to include all administrative, technical and clerical operations to ensure quality, access and budget goals are achieved. In addition, the Senior Director of Imaging is responsible for maintaining high quality care that is cost-effective and patient/family centered.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Performs ongoing community needs assessment and target market analysis for imaging program/service opportunities that allow CCHHS to respond competitively
- Assists the management teams of Imaging Service in meeting clinical needs of the physicians, staff and members in the delivery of current programs and the planning, development, and implementation of new imaging programs/services. Supports management in the effectiveness and efficiency of the programs/services through preparation of operational dashboards
- Develops imaging benchmarking tool(s) to track and evaluate productivity
- Establishes and maintain collaborative relationships with all imaging clinical staff, departments and divisions of the hospitals
- Works cooperatively with other clinical and administrative departments as necessary to develop goals and objectives that align with the overall hospital goals and objectives
- Supports management in the daily operations of the department to determine appropriate levels of staffing required to deliver imaging services, develop patient-centric scheduling and monitor the patient experience throughout the visit
- Performs ongoing assessment of the physical plant and equipment in relation to compliance with safety and regulatory standards and ensures the environment of care contributes to patient satisfaction
- Responsible for imaging department budget preparation while identifying and implementing opportunities for financial benefits to CCHHS
- Understands and complies with bargaining agreements and works with the managers to manage union employees and supervisors
- Participates and oversees the resolution of human resource, labor relations, employee and department safety issues
- Develops and implements a plan for equipment procurement, maintenance, certification and replacement. Keeps abreast of new developments in diagnostic imaging technology and makes recommendations on the acquisition and implementation of new technology
- Ensures adherence to state and federal rules and regulations on safety and quality assurance programs

### **Typical Duties (continued)**

- Ensures compliance with Joint Commission, federal and state agencies; including Cook County
- Monitors staff performance and participates in the development of competencies, performance standards and imaging protocols for the department
- Keeps abreast of new developments in diagnostic imaging technology and makes recommendations on the acquisition and implementation of new technology
- Maintains and updates annual training, licenses, certifications, registrations for all department staff

### **Reporting Relationship**

The Senior Director of Imaging Services reports to the Chief Operating Officer, Hospital Based Services.

### **Minimum Qualifications**

- Bachelor's Degree from an accredited college or university
- Active technical certification by the American Registry of Radiologic Technologists (ARRT), or equivalent subspecialty certification of a relevant accrediting body including, but not limited to, a Registered Diagnostic Medical Sonographer (RDMS), Certified Nuclear Medicine Technologist (CNMT), an Registered Nurse with an advanced ARRT CV or VI Certification
- Four (4) years of Director level experience in an imaging department
- Strong background in Imaging Services administration
- Working knowledge and experience in a high volume imaging department

### **Preferred Qualifications**

- Master's Degree from an accredited college or university

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

- Prior knowledge of regulations and provisions as they relate to the application of Radiologic technology
- Knowledge and experience with hospital accreditation and regulatory requirements
- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Effective interpersonal and negotiating skills
- Excellent conflict resolution and negotiation skills
- Strong delegation skills and the ability to hold subordinates accountable
- Ability to use sound judgment and make sound decisions
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Experience in a volunteer agency or in organizing volunteers

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8033  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Senior Director of Pharmacy Services**

**DEPARTMENT**  
**Pharmacy**

### Job Summary

The Senior Director of Pharmacy is responsible for developing and overseeing the implementation of system-wide strategies and policies for the Cook County Health & Hospitals System (CCHHS) pharmacies in a manner that ensures all pharmacy related services are provided in a safe and efficient manner.

The CCHHS Senior Director of Pharmacy is responsible for the overall management of the CCHHS Pharmacies and over 300 unionized and non-unionized pharmacy personnel. This includes 11 pharmacies (9 outpatient and 2 inpatient) located on Stroger, Provident, Cermak Health Services, and Oak Forest Health Center campuses. This includes a mail order pharmacy on the Oak Forest campus and a jail pharmacy on the Cermak campus. The outpatient pharmacies generate over 200,000 prescriptions monthly. The inpatient pharmacies process approximately 300,000 doses monthly. The health system spends approximately \$60 million annually on drug products. CCHHS Pharmacy also has a very active clinical pharmacy and residency program with clinical pharmacists serving in such areas as: Emergency, Trauma, Pediatrics, Intensive Care, Oncology, Diabetes, Surgery, General Medicine, and Anticoagulation. The CCHHS Senior Director of Pharmacy will be responsible for enhancing the communication and cooperation amongst CCHHS pharmacies. In addition, the Senior Director work towards improving and standardizing policies, procedures, quality assurance and performance improvement initiatives, inventories, revenue generation and pharmacy information systems. The Senior Director will be actively engaged in system initiatives enhancing medication safety and patient satisfaction with pharmacy services.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provide leadership and direction to a network of system-wide pharmacies and pharmaceutical services serving all Cook County Health & Hospitals System (CCHHS) inpatient and outpatient populations
- Provide expert advice and counsel to Senior Leadership on matters of CCHHS Pharmacies, and consult with hospital and ambulatory leadership concerning the adequacy and quality of provided pharmacy services
- Provides expert advice and counsel to Senior Leadership on strategies related to formulary development; Managed Care pharmacy options and pharmacy benefits management expertise, especially with government payors
- Review, evaluate, and implement CCHHS pharmacy policies for the dispensing of prescriptions, and routinely review all prescription dispensing processes for possible improvements
- Independently source vendors and suppliers, negotiate contracts for supplies and drugs for CCHHS system-wide
- Ensure all CCHHS pharmacies conform to The Joint Commission's and other accrediting body standards, as well as ethical and professional practices and legal requirements
- Ensure all CCHHS pharmacies conform to required standards for management of controlled substances
- Monitor and develop continuous improvement in inventory control, utilization management, and staffing efficiency, and participate in CCHHS quality improvement efforts to ensure safe, effective, and efficient operations

### **Typical Duties (continued)**

- Prepare and implement CCHHS pharmacy policies and procedures, yearly budget, monthly administrative reports, contracts and purchases, and a system-wide pharmacy strategic plan
- Represent CCHHS at Union contract negotiations
- Approve hiring of CCHHS pharmacy personnel; oversee pharmacy staffing plans; implement and enforce CCHHS and Cook County codes of conduct; prepare and conduct, as appropriate, employee performance evaluations; and conduct staffing and administrative meetings
- Develop and maintain a staff culture that prioritizes patient safety, respect for others and services to patients
- Serve as member of CCHHS Drug and Formulary Committee and CCHHS Information Technology Clinical Advisory Committee, and attend CCHHS Governance Board and Committee meetings as required
- Attend and recommend outside training, seminars, conferences, and conventions
- Maintain pharmacy statistics/reports, coordinate data processing activities with CCHHS and Cook County operation, and coordinate the replacement of pharmacy data processing equipment and robotics

#### **Decision-Making:**

- Develops cost-saving pharmaceutical purchasing initiatives
- Develops and initiates CCHHS Pharmacy strategic initiatives
- Maintains proper staffing and service levels across the CCHHS Pharmacies

#### **Confidentiality**

Access to patient medical information, CCHHS and patient financial information, personnel and labor dispute information, and drug contracting and price information

#### **Fiscal Responsibility:**

- See Scope and nature for actual dollar amounts
- Pharmaceutical purchasing, operating budget, and payroll
- Maintaining the integrity of 340b and Drug Manufacturer Assistance discount programs
- Pharmaceutical billing and co-payment collection

#### **Consequence of Errors:**

- Medical complications and or potential loss of life
- Increased pharmaceutical costs
- Loss of pharmaceutical revenue
- Poor patient service
- Poor drug treatment outcomes
- Dispensing of wrong drug and/or dose

### **Reporting Relationships**

The Senior Director of Pharmacy Services reports to the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- Bachelors of Science degree in pharmacy from accredited institution (**see below**)
- Master's degree (**if no Doctorate in Pharmacy – see below**)
- PhD (**if no B.S. and M.A. – see below**)

The candidate must have either of the following:

**Option 1:** a Bachelors of Science degree in pharmacy from an accredited institution AND a Master's degree in Business Administration or Pharmacy Administration, or

**Option 2:** a Doctorate in Pharmacy from an accredited institution

- An active State of Illinois Pharmacy license in good standing or eligible for license
- Ten (10) yeats of experience as a pharmacy professional
- Five (5) years managing multisite pharmacy operations

### **Preferred Qualifications**

- Experience in both the inpatient and outpatient pharmacy settings

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

- Strong experience implementing and managing Quality and Performance Improvement initiatives
- Strong interpersonal skills
- Demonstrates sensitivity and respect in caring for patients
- Written and verbal communication
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Emergency response 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 75% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8088  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Senior Director of Sponsored Programs & Clinical Research

### DEPARTMENT

Administration

### Job Summary

The Senior Director of Sponsored Programs and Clinical Research provides overall leadership and is responsible for the strategic development, regulatory compliance, fiscal oversight and operational management of externally funded sponsored programs and clinical research within the system. Collaborating with system leadership organizes and oversees the financial stewardship, research compliance, quality and administrative functions of clinical investigation within the Cook County Health & Hospitals System (CCHHS).

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

This leadership role within CCHHS shall have responsibility to support all operating units of the Health System. The duties of the Senior Director of Sponsored Programs and Clinical Research will include:

- Overseeing the overall health system sponsored programs and clinical research division and infrastructure
- Plan, direct, and achieve the major business development activities for extramurally funded and clinical research services to assure the accomplishment of CCHHS' mission, strategic goals and institutional objectives
- Directing strategies of mission, vision and values for these activities within the health system that increase the sustainability of a safe, compliant research-patient care experience
- Planning, directing and evaluating the operations of a clinical research department that effectively interfaces with finance, information technology services, compliance, quality and safety as related to the clinical research service line
- Driving execution and accountability to drive excellence throughout the clinical research leadership team towards common goals, performance and accountability while maintaining ultimate accountability
- Creating a team of professionals that establish and attain a health system strategy that optimizes system and physician collaborations that enhance access to care
- Developing a strategically developed team of full time employees that will organize the system's efforts to procure extramural service grants and clinical investigation grants, assure research compliance and safety, and oversee communication of these efforts to health system leadership
- Providing clinical faculty and program administrators of CCHHS with an efficient service that will include:
  - Systems to identify opportunities for CCHHS to apply for sponsored program grant awards from Federal, State, local government, industry, and philanthropic sources
  - Close liaison with program managers and research principal investigators to develop budgets for salaries, supplied facilities and services for their grant applications in accordance with funding agency guidelines and regulations
  - Coordination with CCHHS clinical operations that budgeted services are available and delivered efficiently to the program managers and principal investigators without diminishing provision of needed patients services
  - Ensure that all program costs are accurately billed to the grant sponsor in a timely manner that is compliant with all applicable regulations, and to validate that invoiced funds are received
  - Provide financial tracking and reporting assistance to individual program administrators
  - Provide review and on-time submission of grant proposal applications and renewals
  - Confirmation that regular activity reports are submitted to grant sponsors by program managers in full compliance with the terms of each grant or contract

### **Typical Duties (continued)**

- Serve as key intermediary between CCHHS program managers/research principal investigators and fiduciary agents
- Create a reporting system to inform System management and governing board of current investigators and research protocols and service grant programs
- Assist program managers/research principal investigators with time and effort reporting per funding agency requirements
- Design and implement training of program administrators, where necessary, to ensure each grant and contract is administered to the highest professional standards
- Establishing and maintaining good communications with research administrators and program administrators at partner academic medical centers and, where appropriate on large scale collaborative programs nationally
- Establishing regular multidisciplinary meetings (with agenda, minutes and action items) to further system goals of effective sponsored programs and clinical investigation
- Serving as ex-officio member of the Institutional Review Board
- Working with fiduciary agents to establish institutional Facilities and Administrative cost rate
- Working with fiduciary agents to produce accurate and timely time and effort reports
- Additional assignments in sponsored programs and clinical research as directed by the Chief of Clinical Integration

### **Reporting Relationships**

The Senior Director of Sponsored Programs & Clinical Research reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- A Master's Degree in Health Planning, Health Administration, Public Health, Business Administration, or related degree;  
Or
- A Master's Degree in medicine or other health care discipline
- Ten (10) years' experience in the clinical research and research management experience, including strategic planning, research compliance, etc.
- Experience with budgetary cost controls and staff

### **Preferred Qualifications**

- PhD

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

- Understanding of funding procedures of federal government agencies within the Department of Health and Human Services such as the National Institutes of Health, Health Resources and Services Administration , *Agency for Healthcare Research & Quality (AHRQ)*, *Substance Abuse and Mental Health Services Administration*
- Strong commitment to using best business practices to manage the large and diverse portfolio of sponsored grants and contracts

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- A “customer service” orientation to providing CCHHS program managers with support in managing their programs
- Good interpersonal and communications skills to interact with the broad range of professionals at CCHHS. Equally comfortable in discussions with clinical and research faculty members, senior managers, administrators and clerical staff
- Persuasive communications skills to support role as an internal change agent and also to strengthen working relationships with external stakeholders
- Mentoring skills for developing core grant administration competencies across CCHHS operating units
- Ability to plan, direct and integrate a complex operation using available resources to accomplish short and long term goals of the institution

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8089  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Senior Labor & Employment Counsel**

### DEPARTMENT

**Human Resources**

### Job Summary

Responsible for directing the labor and employment relations functions and activities of the Cook County Health & Hospitals System (CCHHS) including establishing organizational policies in support of CCHHS' Mission and the strategic plan / direction. Represents CCHHS in labor and employment. Acts as counsel to CCHHS Administrators, department heads and supervisors on labor and employment related matters. Works with outside counsel, elected officials and department heads in matters associated with arbitrations and other labor and employment related matters. Works closely with the Cook County Bureau of Human Resources' Deputy Chief of Labor Relations and Cook County Bureau of Human Resources' Senior Labor Counsel in labor negotiations with collective bargaining groups affecting CCHHS employees. Consults with the Chief Human Resources Officer, CCHHS General Counsel, Cook County Deputy Chief and Cook County Senior Labor Counsel in matters of highest confidentiality. Manages the CCHHS Labor staff.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Assumes primary responsibility of representing CCHHS in labor and employment-related matters including but not limited to arbitration matters; conducts all arbitration related activities and acts as liaison between management, outside legal counsel, labor unions and arbitrators in order to fully represent CCHHS' and Cook County's interests at arbitration
- Reviews collective bargaining agreement, CCHHS policies, procedures, Personnel Rules and regulations pertaining to all labor and employment related matters
- Analyzes the collective bargaining agreements to develop interpretation of intent, spirit and terms of the contracts
- Collaborates with management on proposals and identifies, on behalf of CCHHS, the appropriate direction as it pertains to operational matters specific to CCHHS
- Provides counsel and guidance to the Chief of Human Resources, System Administration, Department Heads and supervisors related to collective bargaining agreement provisions, CCHHS Personnel Rules, discipline and other matters affecting CCHHS employees
- Works with the Cook County Department of Human Resources' Deputy Chief of Labor and Cook County Department of Human Resources' Senior Labor Counsel in negotiations and the formulations, implementation and enforcement of labor and employment policies for CCHHS and in doing so, is responsible for matters of the utmost confidentiality
- Reviews labor and employment matters including but not limited to discipline, displacements, layoffs, recalls, work rules, etc.
- Settles disputes that arise over displacements, layoffs, promotions, etc. that were based on seniority rights
- Prepares statistical reports using records of actions taken concerning grievances, arbitration and medication cases and related labor relations activities to identify trends, areas that need attention, etc.
- Monitor the implementation of policies concerning wages, hours and working conditions to ensure compliance with terms of collective bargaining agreements
- Responsible for overseeing the day-to-day operations of CCHHS' Labor team, directing and supervising the Labor team staff

### **Reporting Relationships**

The Senior Labor & Employment Counsel reports to the Chief Human Resources Officer.

### **Required Minimum Qualifications**

- Graduation from an accredited law school as a Juris Doctor
- Licensed to practice law in the State of Illinois
- Seven (7) years prior work experience in labor relations, human resources, litigation or other related field
- Prior work experience in a unionized environment
- Excellent interpersonal, oral and written communications skills

### **Preferred Qualifications**

- Ten (10) years prior work experience in labor relations, human resources, litigation or other related field
- Knowledge of the law pertaining to local and municipal government in Illinois, particularly with respect to Cook County government and the Cook County Health & Hospitals System
- Prior experience in a hospital, medical center, health care organization or related industry

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

- Knowledge of and ability to litigate and resolve complex labor disputes at arbitration and through negotiations
- Ability to evaluate issues and grievances set for arbitration, gather evidence, conduct legal research, prepare witness testimony, enter into settlement discussions, if applicable and conduct arbitrations on those issues and grievances
- Knowledge of the rules of evidence, civil procedure and trial advocacy
- Knowledge of or ability to quickly and effectively understand and utilize CCHHS policies, protocols and technical vernacular used throughout each union labor agreement with Cook County
- Ability and skill to work directly and independently with elected officials, department heads, outside counsel and labor groups to arrive at negotiated settlements in a wide range of matters, including salaries, benefits and working conditions
- Ability and skill to resolve labor/management contractual disputes
- Ability and skill to analyze labor agreements and effectively interpret the terms, conditions and intent represented therein
- Ability and skill in the use of diplomacy and confidentiality while communicating with arbitrators, attorneys, elected officials, department heads, management, employees and union officials
- Ability and skill to communicate effectively with tact and courtesy to conduct oneself in a professional manner. Good communication skills, good negotiation skills and ability to convey information and explain or describe Cook County and/or CCHHS policies and procedures to others
- Strong interpersonal skills; demonstrated ability to work well with organizational leadership and member of the community to establish relationships and communicate sensitive information
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Conflict management skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Knowledge of specific software program; strong knowledge of Microsoft Office Suite and other publication software
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8090  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Technology Information Officer**

**DEPARTMENT**  
**Information Systems / Information Technology**

### **Job Summary**

The Technology Information Officer (TIO) is responsible for identifying and implementing various technology solutions within Cook County Health and Hospitals Systems (CCHHS) and delivering the required IT solutions to various users. Researches and evaluates the best software that supports the medical, business and clinical systems used throughout CCHHS and at any affiliated hospitals or clinics. Ensures that any new software or hardware is compatible with existing systems, and determines if new systems/infrastructure are required. Researches and consults with Hospital Leadership and users to uncover issues with existing systems and recommends solutions. Working with the IT Operations Officer, ensures the availability, reliability and capacity of existing infrastructure and systems. In conjunction with the Chief Information Officer - CCHHS (CIO) and Medical Information Officer (MIO), assists in aligning technology vision with business strategy by integrating Hospital processes with appropriate technologies and solutions.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Establishes the technical vision for CCHHS and with the CIO and MIO leads all aspects of the integration of CCHHS processes with technologies
- Leads the development and implementation of technology solutions for CCHHS
- Works with all functions of the hospital (medical, business and clinical) to develop a timeline for technology implementation throughout the hospital systems structure
- Works with IT Operations Officer to implement technology solutions
- Collaborates with the appropriate departments to assess and recommend technologies that support hospital needs.
- Assesses technology solutions to ensure that hospitals requirements such as strict privacy requirements, patient diagnosis and treatment, Federal/State data collection requirements and coding are taken into account
- Defines technical design documentation methodology and philosophy for department
- Manages the technology solutions department staff
- Working with the Security Information Officer develops and assists in the implementation of an enterprise-wide information security plan that protects the confidentiality, integrity, and availability of the company's data and servers
- Working with the Security Officer implements the enterprise-wide disaster recovery and business continuity plan
- Ensures the availability, high capacity and reliability of existing IT infrastructure technologies. Recommends enhancements to existing systems and identifies appropriate technologies for the hospital
- Maintains current information about technology standards and compliance regulations. Defines and establishes standards, policies, procedures and performance metrics for managing the IT infrastructure and systems
- Keeps up-to-date of new legislation and ensure that the hospital's information technology goals and strategy address current and pending health care laws, such as privacy legislation and insurance regulations
- Studies trends in technology to develop applications that increase IT efficiency and participates in Hospital Leadership decisions about corporate governance and policy-making

## **Reporting Relationships**

The Technology Information Officer reports to the Chief Information Officer - CCHHS.

## **Required Minimum Qualifications**

- Bachelor's, or higher level Degree, in Information Systems/Computer Science or related field
- Seven (7) years of experience within an Information Security environment or across multiple IT disciplines
- Five (5) years management and leadership experience

## **Preferred Qualifications**

- Master's in Business Administration or Master of Science Degree in Computer Science
- Ten (10) years of experience within an Information Security environment
- Three (3) years Information Security experience in a complex healthcare organization

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

- Experience developing technology strategies with senior management and successful execution of technical solutions
- Experience in strategic technology planning, execution, and policy development
- In depth knowledge of technology environments, including telecommunications, networks, security, programming, media, and desktops
- Understanding of computer systems characteristics, features, and integration capabilities
- Experience with implementing Disaster Recovery and Contingency Plans
- Extensive knowledge of enterprise software application
- In-depth knowledge of applicable laws and regulations as they relate to technology issues in Healthcare (e.g., HIPAA Privacy and Security, Meaningful Use Initiative, Stark Regulations, etc.)
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to apply technological solutions to business problems
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to negotiate effectively at all levels
- Respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse background
- Flexible and able to deal with ambiguity and change
- Ability to work well under pressure

## **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Donna Hart  
Chief Information Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date