

ASSISTANT DIRECTOR
(HEALTH SYSTEM ADMINISTRATOR)
GS-670-14

Jesse Brown VA Medical Center
Chicago, Illinois

INTRODUCTION

The incumbent performs a variety of duties in an extremely complex medical facility, which is constantly evolving within a highly complex and competitive geographic area. This position is located at the Jesse Brown VA Medical Center, Chicago, Illinois. The medical center is classified as a clinical referral level II facility. It is a teaching hospital, providing a full range of patient care services, research and education. The medical center has 209 acute care beds for inpatients. It is comprised of a total of four community based outpatient clinics. Two of the clinics are multi-specialty outpatient clinics, one located in downtown Chicago (Lakeside Clinic) and the second in northwestern Indiana (Adam Benjamin Jr. Clinic). Two community based outpatient clinics (CBOC), one located in Chicago Heights, Illinois and the Beverly Clinic located on the south side of Chicago. The medical center has over 1800 FTEE. The Jesse Brown VA Medical Center has active affiliations with the Northwestern University, Feinberg School of Medicine and the University of Illinois at Chicago, College of Medicine. Over 900 university residents, interns and students are trained at the medical center. The medical center has appropriated medical care funds approximating \$214 million annually. The labor management programs for the Jesse Brown VA Medical Center consist of Service Employees International Union (SEIU) and the Illinois Nurses Association (INA). Special issues facing the medical center include the implementation of the Capital Asset Realignment for Enhanced Services (CARES) decision; the construction and activation of a new 200 bed inpatient tower; disposal of the Lakeside properties through an enhanced use lease; relocation of several clinics from the Lakeside campus to a new location in downtown Chicago; establishment of a new community based outpatient clinic in South Chicago through enhanced use lease; oversight for four minor construction projects for over \$18 million dollars.

I. MAJOR DUTIES AND RESPONSIBILITIES:

The Assistant Director functions as a full member of the senior management team with the Director, Associate Director, and Chief of Staff. The incumbent participates in senior management discussion decisions, establishes policy and shares accordingly in the responsibility for actions initiated by senior management.

The incumbent is directly responsible to the medical center director or designee. The incumbent exercises independence in executing responsibilities, managing of administrative and allied health programs and supervising the subordinate service chiefs within board program guidelines established by executive leadership or through external guidance. In addition to day-to-day responsibilities, the incumbent makes major recommendations and takes actions, which have a direct and substantial effect on the programs and activities of Jesse Brown VAMC.

The incumbent is delegated full responsibility for the management of four administrative and allied health services. These services include Canteen, Information Resources Management, Nutrition & Food, and Voluntary Services. The incumbent exercises full supervisory control over the above mentioned services. The incumbent is also a liaison to various VISN 12 product lines including but not limited to Patient Financial Services and Prosthetics.

Incumbent has specific functional responsibilities in the areas of compliance; equal employment, information security, and patient advocate programs throughout the Jesse Brown VAMC.

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II. FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION:

Incumbent must have a broad in-depth knowledge as well as special skills in administration and healthcare system management, which enables him/her to effectively carry out various management aspects of the position. The incumbent's recommendations and actions contribute to the development of the functional efficiency of the medical center.

Incumbent must have the ability to analyze competing demands on resources. Incumbent must keep abreast of new and existing technology and administrative concepts and analyze them with the needs of the medical center in mind. Incumbent must have a general knowledge of computer operations and specific knowledge of computer applications with VA. Must be able to analyze complex problems and present both written and oral recommendations and reports.

III. FACTOR 2. SUPERVISORY CONTROLS:

The incumbent receives broad and general supervision by the Medical Center Director with wide latitude for use of individual judgment and independent action to make decisions and resolve operational problems as reason dictates. The Medical Center Director is always involved in significant policy decisions; however, he/she looks to the incumbent to complete all necessary staff work leading up to the final decision. Incumbent has authority to initiate overall changes in the administrative procedures for his/her services, including an overall responsibility for long range strategic planning for a full range of services.

Incumbent established organizational structure and guidelines, performance standards, work review and reporting requirements and defines the lines of authority and supervisory controls essential to carrying out the mission of the medical center. The incumbent is fully responsible for the selection, termination, evaluation, initiation of promotion and other personnel actions for the service chiefs in his/her chain of authority. Incumbent is responsible for the following activities; leave approval, performance standards and ratings; providing technical and administrative supervision; hearing/resolving subordinate complaints; taking disciplinary actions; identifying developmental and training needs of employees and establishing long term and short term goals for his/her services.

IV. FACTOR 3. GUIDELINES:

Individual subordinate Service Chiefs are supervised within board program guidelines and are held strictly accountable for meeting program objectives and proper use of delegated authority. Incumbent gives service chiefs guidance and leadership in such areas as organizational and functional design, operational problem solving, program evaluation, long and short range goal setting and planning, budget administration and coordination with other Services. The incumbent must apply a sound and in-depth understanding of both clinical and administrative programs of the Jesse Brown VA Medical Center when providing leadership and guidance over these services and collaborate closely with the Chief of Staff and Associate Director, Patient Care Services in the formulation and supervision of administrative and allied health activities and the coordination of those activities in support of clinical care, education and research programs

V. FACTOR 4. COMPLEXITY:

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VI. **FACTOR 5. SCOPE AND EFFECT:**

The incumbent is delegated full responsibility for the management of four administrative and allied health services. These services include Canteen, Information Resources Management, Nutrition & Food, Patient Administrative and Voluntary Services. The incumbent exercises full supervisory control over the above mentioned services. The incumbent is also a liaison to various VISN 12 product lines including but not limited to Patient Financial Services and Prosthetics.

Incumbent maintains a close liaison with senior managers and with discipline specific leadership. Incumbent conducts and directs special studies and analysis of complex problems relating to manpower requirements, space and equipment, utilization, organizational alignment and other areas of concern to the Medical Center Director. Incumbent is expected to develop solutions and resolve problems, following the overall policies and regulations of the Department of Veterans Affairs.

Incumbent maintains a constant surveillance of the hospital's compliance with the standards of the Joint Commission on Accreditation of Health Care Organizations and other governing regulation bodies as outlined by VHA and the VISN.

VII. **FACTOR 6. PERSONAL CONTACTS:**

The incumbent has the major responsibilities for establishing and maintaining good relations with patients and their families, service organizations, various civic, professional and educational organizations other VA Medical Centers, federal agencies within the community, Congressional offices and local government offices, volunteer worker groups, accrediting agencies, news media and community at large. This is accomplished through attendance at meetings and community events, formal speaking engagements and participation in various other outside activities as well as through day to day contacts with patients, visitors and individuals within the medical center and community.

VIII. **FACTOR 7. PURPOSE OF CONTACTS:**

Incumbent must be sensitive to the objectives, activities and philosophies of the many interest groups concerned with the programs of each division in order to avoid or lessen a negative impact of decisions made by top management or program officials. The need to cultivate good relations with groups whose activities impact on each division and the outpatient clinics is very important. The great variety of cultural and diverse groups encountered among the patients, staff and community substantially increases the complexity of the public relations responsibility and the frequency of media inquires. Effective media relations are essential to protecting the best interest of

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the Department of Veterans Affairs and the rights of the patients within the laws assuring access to information and protecting privacy.

IX. **FACTOR 8. PHYSICAL DEMANDS:**

Most of the work performance is at a desk, in an office setting. The position does require touring of the medical center for direct supervision, survey and environment of care issues. The incumbent occasionally carries books and papers to and from meetings and conferences.

X. **FACTOR 9. WORK ENVIRONMENT:**

The work environment includes the risks and discomforts normally found in office, conference rooms and similar settings. An adequately lighted, heated and ventilated office is used to accomplish work assignments. The incumbent may be exposed generally to patients and others while traveling throughout the medical center to and from meetings.