



Boone County Health Department

Public Health
Prevent. Promote. Protect.

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The mission of the Boone County Health Department is to serve our community by preventing the spread of disease, promoting optimal wellness & protecting the public's health.

JOB DESCRIPTION

GENERAL INFORMATION:

Job Title	Director of Departmental Operations
Working Job Title (if different)	none
Department	Administration
Revised Date	October 2022
Reports To	Public Health Administrator
FLSA Status	Exempt
General Schedule (GS) Pay Designation	GS-12

GENERAL SUMMARY:

SUMMARY

The purpose of this position is to assist in the management of the overall day-to-day operations and personnel of the Boone County Health Department (BCHD) to assure the successful achievement of the department's vision, mission, and program objectives. The Director of Departmental Operations promotes and supports population health in Boone County by providing senior management, leadership and public health expertise. This position promotes public health by assuring the essential services of public health within a variety of settings and ensures compliance with a broad range of current local health and environmental codes, regulations and policies. This position ensures fiscal compliance by managing the financial aspects of the departmental grant programs, conducting payroll and claims activities, taking a lead role in all departmental audits and preparing the departmental budget with the Public Health Administrator. The Director of Departmental Operations participates in multi-faceted community health and environmental projects; and providing technical assistance and information to individuals, families and groups regarding clinical and environment public health issues. The Director of Departmental Operations provides mentoring, supervision and human resources, and technical assistance to all staff. Work is performed under the general direction of the Public Health Administrator. In the absence of the Public Health Administrator this position assumes all relevant duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assists with planning, directing, managing, and overseeing the functions and programs at BCHD;
- Collaborates in the development and implementation of Department goals, objectives, policies, and priorities;
- Coordinates the negotiation, development and administration of provider contracts;
- Responds appropriately to and proactively inquiries and complaints;
- Works effectively with the Boone County Board of Health, Boone County Board, advisory boards and committees as necessary;
- Assesses and recommends solutions to complex problems affecting department operations and functions;
- Collaborates in developing, administering, and monitoring the BCHD budgets for a variety of work units;
- Oversees the preparation of and/or prepares reports and presentations on assigned functions and activities;

- Directs, supervises, trains, and evaluates assigned staff;
- Directs all data related projects and software builds or implementation.

Public Health Sciences

- Provides public health expertise and leadership to BCHD.
- Assures that the delivery of public health services is evidence-based and/or best practices, and build the scientific basis of public health.
- Ensures compliance with relevant state public health practice guidelines, community standards of care, and Federal and State laws and regulations.
- Assures a safe working environment at BCHD through oversight of the implementation of relevant standards set by Occupational Safety and Health Administration, state laws and County policy.
- Organizes and leads response teams to prevent, minimize, and contain adverse health events and conditions resulting from communicable diseases; food-, water-, and vector-borne outbreaks; chronic diseases; environmental hazards; injuries; and health disparities.
- Prepare ordinances, rules and regulations for consideration by appropriate authorities in collaboration with the Public Health Administrator.
- Acts as Financial Officer in most Public Health Emergencies. Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Manages response to public complaints and inquiries on environmental public health matters.
- Oversees the development and delivery of programs and activities for individuals, families and population groups that promote health, prevent disease, and protect the public in settings including, but not limited to, all homes, local organizations and businesses, schools, and other community settings.
- Evaluates outcomes of public health interventions; works with the department to make changes as necessary.
- Collaborates in the development of and contributes to individual, team, and departmental quality improvement, performance management and evaluation activities.

Community Dimensions of Practice

- Provides leadership and technical skills to the community health needs assessment prioritization and action planning processes, contributing expertise in public health assessment.
- Coordinates with the Public Health Administrator in providing leadership to the implementation of the community health improvement plan in alignment with PHAB Accreditation requirements.
- Collaborates in development and leadership of community workgroups and committees related to community health assessment, prioritization and action planning and implementation.
- Serves on inter-jurisdictional or multi-agency committees involved in public health policy development; coordinate review/comment processes for proposed policy documents; maintain contact with various community organizations.
- Advocates on behalf of vulnerable individuals and populations; participates in assessing and evaluating health care services to ensure that people are informed of available programs and services and are assisted in the utilization of those services.
- Collaborates and participates in departmental research and oversees projects that seek to improve the health of communities and determine new ways to address health issues.
- Provides training and orientation to staff, students and other health and human service professionals in the community regarding clinical and environmental public health practices.
- Evaluates the effectiveness of adopted community engagement strategies.

Analysis and Assessment

- Conducts, writes/assists in writing, directs implementation and monitoring of departmental strategic plan and IPLAN in cooperation with Public Health Administrator.

- Assists in the implementation of a community assessment; can distinguish between quantitative and qualitative community assessment data; understands incidence and prevalence data; knows how to access basic community epidemiological data.
- Leads the analysis of data to identify trends, health problems, environmental health hazards, and social and economic conditions that adversely affect the public's health.
- Participates in planning of community activities to develop opportunities to ascertain needs, serve clients, and promote department goals.
- Conducts comprehensive reviews of scientific evidence related to public health issues, concerns, and interventions.
- Presents and interprets demographic, statistical, programmatic, and scientific information to professional and lay audiences.
- Assesses and configures metrics needed from each center or program to gauge effectiveness and monitor performance.
- This position will be responsible for strategic planning, using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the respective public health program. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.

Leadership and Systems Thinking

- Provides leadership to, and is responsible for resource and operational management of the Boone County Health Department. This includes directing and supervising staff including mid-level supervisors, professional staff, clinic staff, and clerical support staff by utilizing leadership/supervision skills of motivating, coaching, mentoring and identifying strengths and weaknesses.
- Facilitates program meetings and assures proper follow through of all program staff.
- Promotes and facilitates the incorporation of departmental core values and strategic initiatives into daily service delivery.
- Coordinates and evaluates programs and services within BCHD centers to ensure program compliance, and to formulate progressive programs designed to meet changing needs of community.
- Fosters a work environment where continuous quality improvements in service and professional practice are pursued.
- Fosters and assists in the development of the department's grant objectives, business plans, and work plans.
- Supervises and provides technical assistance to assigned staff and assures their professional development through continuing education, training and leadership development activities.
- Provides educational experiences for undergraduate and graduate students in medicine, nursing, environmental health, public health, and other related fields.
- Adheres to applicable Occupational Safety and Health Administration standards, such as those concerning exposure to blood borne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies.
- Collaborates in developing a work environment where performance management, continuous quality improvements in professional practice is pursued.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups

Communication and Cultural Competency

- Maintains professional standards, ethics and credibility.
- Delivers targeted, culturally-appropriate information to help individuals and groups understand local environmental public health policies, regulations and code.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations,

lifestyles and physical abilities. Examples of methods may be: one on one, group sessions, media interviews, website and social media.

- Educates local and state policy makers and community stakeholders on public health issues.
- Communicate with other agency directors, legislators, elected officials, board of directors and state bureaucrats.
- Upon approval of the Public Health Administrator, serves as spokesperson for the department at public meetings and through the news media.
- Educates local and state policy makers and community stakeholders on public health issues.
- Works with the Public Health Administrator to respond to all FOIA requests and maintains active FOIA Officer standing.

Financial Planning and Management

- Works with the Public Health Administrator, staff, Finance Committee and the Board of Health in preparing budgets.
- Maintains that BCHD operates within budget guidelines and develops funding strategies, in unison with the Board, consistent with Department and Committee needs.
- Reviews bi-weekly payroll and all employee time sheets in BCHD centers on a bi-weekly basis.
- Uses cost-effectiveness, cost-benefit, and cost-utility analyses in programmatic prioritization and decision making.
- Prepares weekly claims, monthly, quarterly, and annual financial reports for all applicable programs.
- Prepares documentation for annual county audit.
- Prepares financial section of the annual report.

Other

- Performs other duties as assigned consistent with job classification.

SUPERVISORY RESPONSIBILITIES

Reports directly to the Public Health Administrator. The Director of Departmental Operations manages center supervisors who oversee employees in all departmental centers (EC, HC, SO); is accountable for the day-to-day operation, coordination, and evaluation of these units. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires the ability to track multiple complex projects simultaneously. Ability to fully analyze technical issues related to public health.

EDUCATION and/or EXPERIENCE

Master's degree or equivalent preferably a MPH from an accredited college or university with major course work in business administration, public administration, nursing, health science, behavioral science or a closely related field with three to five years related experience and at least two years of management experience; or equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration, nursing, health science, behavioral science or a closely related field with three to five years related experience and at least five years of management experience.

Although this job is administrative in nature, because of the size of the department, all management staff is expected to perform frontline staff duties when needed. Management staff will assist in covering PTO, FMLA, or during peak season for certain public health programs conducted within the department. Both the Director of

Departmental Operations and the Public Health Administrator will perform duties as a back up to frontline staff as needed.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Current CPR certification.

Illinois Certified Public Health Administrator (CPHA) - recommendation only.

Due to the need for all Health Department personnel to respond to Public Health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Must be able to be fitted and wear NIOSH 95 mask.
- Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, writing, and repetitive motions.
- The employee must occasionally lift and/or move up to 25 pounds.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone. Visual ability sufficient enough to read documents, screens, and to drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and other applicable Federal and Illinois law.

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:

General office setting in health department facilities, as well as community sites in clients' homes and workplaces.

Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise (usually moderate), wetness/humidity, vibration, and poor illumination at the job site or while traveling. Travel to and from locations may subject worker to increased risk of driving hazards, and the employee may be required to travel to attend job-related conferences, training, or to other departments. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, chemicals, and animals. The employee must be able to perform and complete

duties under stress, deadlines, and while attending to multiple duties at once. The employee must follow all county and department policies, goals, and objectives.

In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical, or hostile behaviors and/or communication.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:

Computer, Fax, copier, personal or county vehicle, Public Health and medical equipment, and supplies related to duties.

REPORTING STRUCTURE:

Title of Immediate Supervisor:	Public Health Administrator
Titles of any others this position reports to:	None
Titles of those who directly report to this position:	This job is supervisory in nature. Provide guidance and training to new staff and/or interns.

Blood borne Pathogen Risk Code: None __ Low __ Medium X High__