



Code: 3469

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: DIRECTOR OF PUBLIC HEALTH OPERATIONS

CHARACTERISTICS OF THE CLASS

Under direction, directs staff, and is responsible for all operational and administrative functions of a public health program of considerable size and scope; positions allocated to this class are characterized as having a broad scope of management responsibilities, and performs related duties as required

ESSENTIAL DUTIES

- Directs and coordinates the planning, strategic objectives, and operations of a major public health program
- Develops and administers procedures, protocols and standards for public health programs
- Oversees, schedules, and assigns subordinate staff responsible for monitoring external agencies delivering public health services
- Develops, monitors, and manages contracts, budgets, and performs related administrative functions of a major public health program
- Oversees the fiscal management of a public health program, to include grant proposals; monitors federal, state, and other grant program requirements, and develops program strategies, budgets, and timelines for program implementation
- Oversees and directs all activities of subcontractors and delegate agencies, including monitoring, compliance, quality management, training, and receiving program funds
- Supports and coordinates with community organizations, hospitals, and other public health and health care organizations to ensure alignment with the City's Public Health plans and initiatives
- Serves as a liaison between City departments and other government officials, representatives of local and regional health care agencies, and the general public, to coordinate the planning and implementation of public health programs
- Oversees the development and implementation of employee training and staff development, and conducts training seminars on programmatic health care subjects
- Works with management in developing work plans and performance measures for the Program, monitors adherence to established goals and objectives, and prepares management reports
- Represents the department in meetings and special task force initiatives to address various community and public health issues

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Public Health, Public Administration, or Social Sciences, or a directly related field, plus six (6) years of work experience in the planning, implementation or administration of social service, public health or public service programs, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**

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- Graduation from an accredited college or university with a Master's degree or higher in Public Health, Public Administration, or Social Sciences, or a directly related field, plus five (5) years of work experience in the planning, implementation or administration of social service, public health or public service programs, of which three (3) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computer and peripheral equipment

PHYSICAL REQUIREMENTS

- Physical ability to operate a personal computer and related office equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- *public health principles
- customer service techniques

Considerable knowledge of:

- *supervisory methods, practices and procedures
- *management of a public service program
- applicable federal, state, and local laws, regulations, and guidelines regarding the relevant disease(s) or program area
- *public health care trends, issues, programs, and services

Moderate knowledge of:

- *applicable computer hardware and software technology
- *record keeping and report preparation methods, practices, and procedures

Some knowledge of:

- specialty program planning, development, coordination, and evaluation
- public administration principles and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

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- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- PERSISTENCE – Persist in the face of obstacles on the job
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

May, 2018; May, 2025