



**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 time lines 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 years of work experience in the planning, implementation or administration of social service, public health or public service programs, of which three years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of training and experience, provided that the minimum degree requirement is met

**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
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

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- \*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

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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.

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City of Chicago  
Department of Human Resources  
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