

# Job Description

<b>Company</b>	Sunset Park Health Council	<b>FLSA</b>	Exempt
<b>Job Code</b>	100220	<b>Classification</b>	Non Union
<b>Title</b>	Manager-Care Coordination	<b>Probationary Period</b>	6 Months
<b>Position #</b>	10072579		

## Position Summary:

The Manager of Care Coordination and Quality Management expands the role of the Manager, Care Coordination to include responsibilities for overseeing processes and activities associated with coordinating care for high risk patient populations across the continuum of care AND ensuring the department adheres to quality metrics and performance targets set forth by the New York State Department of Health and lead health home agency. The Manager participates in planning, developing and implementing programs and interventions designed to reduce preventable utilization and associated medical expense while focusing on improving the overall health and wellbeing of individuals receiving Care Coordination services. The manager also monitors quality metrics and designs and implements interventions to maximize quality performance when areas of concern are identified at the individual and team level within the department. This position is accountable for the day to day direct management and oversight of staff performing Care Coordination activities and overall quality management for the department. The Manager works closely with program directors and the Senior Director to utilize data to support service delivery and promote continuous quality improvement. The Coordinator manages event reports, conducts reviews, collects and analyzes data, trains staff, helps design and implement initiatives to maximize quality outcomes. The Manager interacts with program and agency staff of all levels and works particularly closely with the program Director.

## Job Responsibilities:

### Additional Position Specific Responsibilities:

Competencies: Understanding of health insurance including Medicare, Medicaid, and managed care requirements and value based payment models. Excellent verbal and written communication, interpersonal and team building skills. Self-directed, creative, good understanding of inpatient and ambulatory health care systems. Negotiation and conflict management skills; creative problem solving and leadership; change management, productivity, organizational and time management skills; able to apply critical thinking and clinical expertise toward achievement of specific outcomes through others; previously demonstrated ability to effectively communicate and to foster strong collaboration with management, co-workers, peers, subordinates, physicians, nursing, and ancillary departmental support staff. Proficient in Microsoft Office Word, Excel and PowerPoint.

### Minimum Qualifications:

LCSW or LMSW or equivalent degree (License Eligible MSW with certification within first year of hire IF PERSON HAS SOCIAL WORK DEGREE) Equivalent Degrees: 1. PhD Psychology 2. PhD Psychiatry 3. Masters in Counseling 4. Nursing License 5. CASAC Credential Minimum Experience: At least 3 years experience with patient population management and 2 years supervision experience in health care or health care related field.

### Preferred Qualifications:

Formal leadership experience in a position of comparable scope, in clinical care management/coordination at a health plan, home care agency or hospital. Experience in project management and evaluation, quality and performance improvement methodologies, and staff and patient education. Health plan care management/coordination experience desirable. Membership in care management/ coordination and/or related specialty professional organization desirable. Certification in Case Management



# Job Description

**Education:**

Degree Type	Degrees Info	Required/Preferred
Master's Degree		Required

**Required Languages:**

Code	Description	Required/Preferred
20052	English	Required

**Minimum Experience:** 3

**Other Working Conditions:**

Business Office environment This description is intended to be used as a general guideline. Employee is expected to perform related duties as assigned.

