

Job Description

Company	Sunset Park Health Council	FLSA	Exempt
Job Code	100220	Classification	Non Union
Title	Manager-Care Coordination	Probationary Period	6 Months
Position #	10087626		

Position Summary:

The Manager, Care Coordination is responsible for overseeing processes and activities associated with coordinating care for high risk patient populations across the continuum of care. 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. This position is accountable for the day-to-day direct management and oversight of staff performing Care Coordination activities.

Job Responsibilities:

- Demonstrates the values and service standards of the organization.
- Develops, implements, and monitors care coordination services and interventions to ensure work takes into account the patients stage of change and the use of motivational interviewing techniques with high risk patient populations.
- Hires, trains, supervises, and monitors the work of Care Coordination staff to ensure that team understands and accesses the full range of medical, behavioral health, chemical dependency, community and social services available to meet the patients needs.
- Responsible for monitoring productivity as well as tracking of billable services when applicable.
- Review documentation to ensure that patient screenings, assessments, care plans, and progress notes maintained by the staff meet departmental and regulatory standards and are completed within required timeframes.
- Prepares staffing plans and schedules as well as performance appraisals and approves hiring, and termination/discipline decisions in accordance with organizational policies.
- Coaches, supports and acts as a resource to staff.
- Demonstrates the ability to find information necessary to make solid clinical and business decisions, and communicates to care coordination teams.
- Determines data necessary to drive operational processes and analyzes and interprets data to drive performance improvement efforts to optimize productivity and outcomes.
- Refines and improves processes/workflows/ policies and procedures to meet the evolving needs of patient populations, the healthcare team, and the healthcare system using employee and patient satisfaction as well as financial, operational and outcomes data.
- Promptly investigates issues/complaints and resolves, when possible. Ensures solutions are consistent with contractual agreements, department objectives, policies and procedures, and regulatory requirements.
- Develops methods for evaluating staff performance and measuring and monitoring departmental objectives and reports results.
- Participates in performance improvement initiatives, special projects and performs other duties, as required.
- Participates in staff training activities, including the provision of field supervision to social work students
- Fosters an exceptional teamwork environment with interdisciplinary colleagues; coaches staff in building strong team dynamics.

Additional Position Specific Responsibilities:

Minimum Qualifications:



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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

Required Licenses & Certifications:

Code	Description	Required/Preferred
60012	Social Work Case Mgr -Adv Cert	Preferred

Education:

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

Required Languages:

Code	Description	Required/Preferred
20052	English	Required

Minimum Experience: 2

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.

