



Position Description

Job Title	Department	Classification
Director, Health Services – Grade 19	Health Services	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Job Summary (General Overview, reporting to, work environment)

As a direct report to the Chief Medical Officer (CMO), the Director of Health Services is an operational leader with deep experience leading clinical operations. This position is responsible for clinical operations performance and delivery, cross-functional collaboration, developing and monitoring department budget, forecasting the development or improvement of clinical programs, and building a high performing team. Utilization Management, Care Management, and Social Work programs are under the direction and responsibility of the Director of Health Services. This position is responsible for overseeing the development of quality, effective programs that enhance the members' experience, access to care, improve their well-being, and provide continuity of care, while decreasing care fragmentation and adhering to regulatory requirements.

- Duties and Responsibilities**
- Provide leadership and strategic direction to Health Services leadership team and larger operations organization
 - Develop and ensure delivery of performance goals for all areas of responsibility
 - Develop key performance indicators to monitor performance and adjust as needed to address needs and trends
 - Develop and execute a strategic roadmap to optimize talent, processes, and technology
 - Ensure operations are efficient, effective, and provide value to members and provider community
 - Develop standard operational processes and procedures that promote quality, compliance, and consistency
 - Develop and execute talent strategy to support growth and development of leaders and team within Health Services
 - Develop and drive programs and initiatives within Health Services, and actively engage in organization-wide projects as a collaborative partner
 - Provide leadership and strategic direction on vendor partnerships
 - Collaborate with the CMO and larger CMO organization to develop and support Quality Improvement Programs
 - In collaboration with direct report team and with input from larger Health Services operations organization, develop and execute an engagement strategy that promotes communication, active participation, accountability, growth and development
 - Build strong cross-functional relationships throughout the organization that are collaborative and productive
 - Responsible for ensuring CenCal Health meets all regulatory and licensing requirements
 - Develop and maintain understanding of applicable regulatory initiatives, requirements and industry trends related to utilization management, case management, and quality improvement to evaluate impact on organization; and develop plans for program changes as indicated; support regulatory compliance; participating on committees as appropriate
 - Fiduciary responsibility for department costs, as well as supporting reserves. Prepare annual



Duties and Responsibilities

- department budget plans, monitor expenses and document variances from approved budgets
- Oversight of the members' health services programs on an organization-wide basis
- Ensure departmental readiness for all DHCS, DMHC, etc. audits
- Represent and support CenCal Health's benefit decisions at administrative hearings as needed
- Prepare reports and make presentations at various internal quality committees and occasionally to the governing board
- This position works collaboratively with Claims, Member Services, Provider Services, Legal, and other departments, as well as the Health Services team to educate, train and implement effective health services operations
- Other duties and projects as assigned by the Chief Executive Officer and/or Chief Medical Officer

Skills/Knowledge/Abilities (Indicate Required or Desired)

Required:

- Experienced leader and operator with experience leading clinical operations; utilization management, case management, disease or population management
- Experience building high performing teams
- Experience leading operations through change and increasing employee engagement
- Strategic mindset with ability to execute and deliver results
- Current working knowledge of the California Medi-Cal program
- Knowledge of the California Children Services
- Deep knowledge of managed care in a health plan setting
- Demonstrated leadership skills with the ability to establish and motivate team members to achieve person and professional goals and objectives
- Ability to develop and design medical management programs that are member-centered
- Strong communication and presentation skills
- Leading and participating in internal and external committees and meetings
- Complying with the organization's Code of Conduct, all regulatory and contractual requirements, organizational policies, procedures, and internal controls
- Strong problem-solving skills, facilitation skills, and analytical skills

Preferred, not required:

- Registered nurse or other clinical licensure
- Knowledge of Medicare and Commercial lines of business
- Certification in Case Management

Competencies

- **Management Administration Skills:** Manages and/or facilitates employees, budgets and equipment assigned to them, while helping employees maintain a clear picture of their roles and responsibilities to achieve organizational objectives. Helps to develop employee performance by delegating responsibilities and providing accurate feedback and assessments on a timely basis.
- **Leadership Skills:** Able to assume a role of formal or informal authority as necessary; advocate new ideas, even when risk is involved; delegate responsibility and empower associates to make decisions; capable of providing constructive feedback to others; able to receive constructive feedback from others; makes personal commitment to mentor and grow others.
- **Strategic Thinking:** Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.
- **Communication Skills-Oral, Listening & Written:** Communicates both verbally & in writing in such a manner that it is easy to understand and interpret what and why information is being communicated. Listens attentively without interrupting and/or being distracted by other things.
- **Collaboration & Teamwork:** Utilizes communication techniques & methods that generate trust, collaboration, open two-way communication and a supportive work environment. Develops and generates team momentum, enthusiasm, and camaraderie to obtain maximum team performance. Values diverse talents of team members and works to include various points of view in decision-making.
- **Human Capital Management:** Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.
- **Conflict Management:** Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.
- **Decisiveness:** The ability to make difficult decisions in a timely manner.
- **Walk the Talk:** Do what you say you are going to do. Be accountable for your actions.
- **World Class Mindset:** Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics. Punctual, exhibits professional email etiquette. Adhere to company and department standards. Commitment to excellence

Education and Experience

- Bachelor's Degrees in a related field
- Master's degree in related field, Nursing, Business, Health Care, Health Administration, etc., preferred
- An active and unrestricted California clinical license or other acceptable licensed healthcare professional preferred
- Seven – ten (7-10) years of relevant experience in either managed care and/or insurance industry
- Seven – ten (7-10) years of people leadership experience working with utilization management, case management, and/or disease management



Essential Functions (Consider sitting, standing, travel, working at computer for long periods of time, lifting etc.)

- Physical requirements needed to perform the essential functions of this job, with or without accommodation:
- Mobility Requirements: ability to operate a keyboard and sit for long periods; stand, sit, reach, bend, crawl, stoop, lift up to 10 lbs.
- Visual Requirements: ability to read close-up and do close-up work.
- Dexterity Requirements: ability to perform repetitive motion (keyboard); writing (note-taking)
- Hearing/Talking Requirements: ability to hear normal speech, hear and talk on the telephone
- Emotional/Psychological Requirements: ability to deal with public contact, in person and Normal office environment. Must be able to sit and work at a computer for long periods of time
- Must be able to travel outside the office and attend meetings during and after regular work hours
- Regular attendance is essential to perform this job
- Must be able to work full time
- Possess a current, valid driver's license with a clean driving record

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Acknowledgement

I acknowledge that I have received a copy of my CenCal Health position description and if appropriate, manager expectations for this role.

I understand and agree that duties and responsibilities of this description may be made unilaterally and at the discretion of CenCal Health. Changes may be required for the efficient conduct of business. I have a right to be informed immediately when such changes are made.

Employee Printed Name

Position Title

Employee Signature

Date