

POSITION DESCRIPTION

POSITION TITLE:	Care Coordination Manager– Non-Clinical	CREATED:	January 2018
JOB STATUS:	Exempt	REVIEWED BY:	_____
REPORTS TO:	Associate Director or Director	APPROVED BY:	_____

POSITION PURPOSE

To provide daily oversight, leadership, support, and management of assigned nonclinical staff. Ensures compliance with established criteria, regulations, standards, best practices and Health Plan benefits, in a fast-paced and ambiguous environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages and distributes work and assignments based on department and county data
- Provides daily operations oversight and direction to the team supervisor(s).
- Develops communication strategies in collaboration with senior leadership for outside stakeholders regarding benefit implementation.
- Develops proposals and provides presentations on any changes related to staffing, policies and procedures
- Acts as a liaison between the HealthPlan and physicians or other community entities.
- Serves as a role model and resource to colleagues, staff, members and others across assigned regional offices.
- Assists department senior leadership in identifying, monitoring, and evaluating department operations to ensure optimal efficiency and effectiveness. Makes recommendations for process improvements when necessary.
- Develops and implements departmental goals annually designed to increase performance and efficiency
- Performs Human Resource functions such as time card management, directing work activities, implementing workplace changes, conducting annual reviews, and conducting staff trainings.
- Leads the interview process for other non-clinical staff within the department
- Works closely with other departments to solve member complaints or concerns regarding their benefits.
- Provides guidance and direction to the HCGIII's to create staff training plans and monitor training retention, policy compliance and understanding of title 22 benefits.
- Maintains clear and appropriate employee performance files for direct reports and mentors supervisory staff in this area

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- Holds individual staff meetings designed to identify performance level and assist with career growth and progression for assigned direct reports.
- Oversees and coordinates internal regional audits for staff and initiates the development of corrective action plans
- Generates proposals relating to benefit implementation or department streamlining and presents them to Senior leadership
- Evaluates the application and implementation of departmental, organizational, and state/federal policies and procedures.
- Conducts regular reviews through internal audits designed to measure individual and departmental staff work performance against established standards and reports them to senior leadership along with any action plans that are needed.
- Maintains a modified caseload in the area of assignment including escalated or high cost cases
- Actively participates in organizational meetings; providing input where appropriate and informing assigned team of what is learned or changed as a result of those meetings.
- Assists in survey readiness activities to ensure the department is compliant with all applicable regulations, licensure requirements, accreditation standards (i.e. NCQA) and new legislation.
- Conducts on-going review and audits of team work to ensure program goals, quality standards, and department metrics are being met.
- Establishes and maintains professional working relationships with PHC partners and providers via open and timely communication.
- Participates in committees, task forces, work groups and/or multidisciplinary teams.
- Other duties as assigned.

MINIMUM HIRING CRITERIA

Education and Experience

Bachelor's degree in Business, Communication, Healthcare Administration, Social Work, or a related field, and a minimum of 5 years of experience working in a healthcare setting or equivalent combination of education and experience. 3 years' experience within a leadership role preferred. Project Management experience preferred. Courses in leadership, LEAN, and workplace management preferred. Experience managing staff of different educational backgrounds preferred.

Special Skills, Licenses and Certifications

Demonstrated leadership skills/experience. Ability to work within an interdisciplinary structure and function independently in a fast-paced environment while managing multiple priorities and deadlines. Strong organizational skills required. Computer literacy and proficiency. Experience in proposal and presentation generation. Familiarity with managed care and/or utilization management preferred. Valid California driver's license and proof of current automobile insurance compliant with PHC policy are required to operate a vehicle and travel for company business.

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Performance Based Competencies Excellent written/verbal communication skills in English. Demonstrated experience and ability to build effective working relationships and to represent the department effectively in order to accomplish goals. Ability to manage multiple concurrent projects and maintain a work pace appropriate to the workload.

Work Environment And Physical Demands Daily use of multi-line telephone and computer for most of the day. Cubicle work station. Ability to use a computer keyboard. Must be able to lift, move, or carry objects of varying size, weighing up to 10lbs. Must have a working personal vehicle and able to drive to the other regional offices or counties of service for trainings or meetings

All HealthPlan employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the HealthPlan's policies and procedures, as they may from time to time be updated.

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive or definitive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.