



Position: Care Coordination Manager

Direct Supervision: Executive Director

Status: Exempt, Full-Time

JOB SUMMARY:

The Care Coordination Manager will be the lead in managing multiple Tri-County Health Network (TCHNetwork) Community Outreach Programs across our rural region. This position is responsible for developing a team to serve as liaisons between clients, healthcare providers, including specialty providers and human service agencies, to reduce barriers to care and assure clients receive the care they need when they need it; assisting rural clinics in screening for social determinant of health barriers; analyzing data to effectively measure, monitor, and manage care of patients; and presenting results and outcomes to medical directors. Additionally, the CC Manager will oversee the ongoing administration of the Palliative Support and Senior Services programming. Duties include managing day-to-day operations; supervising and developing field team; establishing relationships with stakeholders; promoting programs; improving staff productivity; increasing client participation; and ensuring program sustainability.

DUTIES AND RESPONSIBILITIES: *May include the following, and other duties as assigned:*

1. Maintain operations manual for each program to ensure best practices are in place, the program is operating efficiency, and quality care is provided
2. Manage day-to day program operations and supervision of field team working throughout the region
3. Select, orient, train, manage, counsel, discipline and direct program team members on a daily basis
4. Develop clear goals and objectives for performance management and effectively communicate accountability. Coach and mentor team to reach goals. Be responsive to and monitor performance through data analysis and reports (review of call logs, outreach efforts, etc.)
5. Oversee data collection and prepare reports on outcomes and performance of each program
6. Regularly review client satisfaction
7. Establish, implement, and evaluate program content, policies, and procedures
8. Hold 1:1 meetings with direct reports and monthly team meetings to foster excellent communication and belonging
9. Act as a working supervisor and remain available to provide coverage for staff
10. Establish and maintain partnerships across the community and within the organization

11. Identify and cultivate program “champions”
12. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction
13. Implement and evaluate strategies to improve employee performance including performance improvement plans and making final determination on terminations of employment
14. Provide and utilize productivity reports for departments to assess performance of entire team
15. Conduct fact-finding investigation of grievances or complaints of program clients, as applicable
16. Routinely conduct quality assurance activities through reviews, meetings, reports, and field observation
17. Evaluate and monitor program needs, identify unmet needs and revise programs as needed to effectuate change
18. Organize and coordinate new initiatives and projects in coordination with team and peers including developing policies and procedures, as applicable
19. Ensure confidentiality of all client information and team performance/compliance
20. Maintain and manages program supplies efficiently
21. Assist with the research, writing, and submission of grant opportunities within required timeframes
22. Any other duties as required to ensure TCHNetwork is successful.

REQUIRED EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. Bachelor of Science degree in public health, nursing, health care management, or other related field; or 4 years relevant experience
2. 3+ years of experience managing a team of 5+ entry level personnel
3. Ability to effectively communicate with management and team members
4. Demonstrated ability to track multiple projects simultaneously and maintain professionalism and effectiveness under time pressure
5. Experience in a collaborative team environment, delegating workload and responsibilities
6. Proven ability to lead and manage large-scale projects
7. Ability to prioritize and oversee multiple projects in a fast-paced environment
8. Excellent verbal and written communication skills
9. Advance user of MS Office and have aptitude for computers and working with various software

PREFERRED QUALIFICATIONS:

1. 5+ years of successful program management experience

2. 5+ years previous relevant experience in a health care setting
3. 3+ years' experience leading care management team/program
4. 2 years lived or work in a rural community
5. Experience working with adults age 65+

REQUIRED SKILLS:

1. Ability to quickly establish trust, gain rapport, and work effectively
2. Advanced time management abilities
3. Strong work ethic and collaborative style
4. Internally motivated with an initiative to improve processes
5. Change agent demeanor; must be a flexible thinker, with an ability to adapt to a changing environment
6. Ability to exercise forethought, to look ahead and anticipate needs
7. Excellent critical thinking and consultative problem-solving skills
8. Ability to multi-task and handle stressful situations while continuing to meet deadlines
9. Strong communication and diplomacy skills, including written, oral, and presentation skills
10. Highly proficient computer skills to include Microsoft Office and Adobe applications

OTHER:

Requires local, regional, and national travel. Must have reliable transportation to travel as needed and comfortable traveling in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule including evenings and weekends, as applicable.