

CJE SeniorLife
JOB DESCRIPTION

Position Title: Manager, Care Management

Reports To: Director of Community Services

Position Summary

Responsible for the development, implementation and ongoing oversight of Care Management Services . Works within agency guidelines, policies, procedures and practices to serve older persons and their families. Has knowledge of and is able to coordinate systems both within CJE and in the community at large.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Primary responsibility for implementing Care Management Services Program for lower income community residing older adults.
- Primary responsibility for implementing fee based Care Management Services Program

- Primary responsibility for following established objectives, policies and procedures concerning Care Management

- Develops, implements and monitors annual department budget; exercises fiscal responsibility in maintaining, authorizing, and tracking expenses and making management decisions.
- Facilitates program evaluation including outcome measures through work with Marketing, Research and IT departments.
- Prepares all required reports for various funders in conjunction with Grants department.
- Hires, supervises and evaluates care managers assuring proper, effective and efficient delivery of care management and other services, appropriate staffing levels, and that staff is skilled and knowledgeable in service delivery, processes, and operations.
- Assigns care management cases, triaging and prioritizing cases, and making decisions on which funding source to use.
- Provides weekly supervision for care management and other staff as well as students as needed. Responsible for staff and student caseloads when workers are unavailable.
- Ensures staff is trained on psychosocial issues and risk assessment that may impact a client's wellbeing and/or acceptance of CJE services and is knowledgeable about CJE and community service and programs.
- Trains employees in areas such as agency policy, department procedures, agency or government regulations.
- Responsible for overall compliance with federal, state and local laws, rules, regulations, standards, etc. and adherence to safe work practices.
- Instructs staff on their responsibility to detect and report non-compliance with applicable policies and legal requirements.

- Ensures staff documentation meets agency and department standards and is done accurately and on a timely basis.
- Maintains statistics for Care Management benchmarks and uses benchmarks to inform departmental decisions.
- Implement marketing plan including outreach and the development of community partners.
- Participate in professional development to maintain appropriate knowledge of client needs and problems for which these services are sought through attendance at conferences, seminars and individual study. Promotes professional development of staff by suggesting opportunities for growth such as presentations, seminar attendance, and professional literature.
- Brings problematic situations to the attention of the Director of Community Services.

Supervisory Responsibilities

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

Corporate Compliance

Responsible for overall compliance with federal, state and local laws, rules, regulations, standards, and adherence of safe work practices. Responsible for detection and reporting of non-compliance and for staff attendance at required in services.

This position has responsibility for HIPAA compliance in the execution of duties as well as for assuring that subordinate department members are HIPAA trained and compliant.

Exposure to bloodborne pathogens is not likely to occur in this position.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Master's Degree in Social Work from an accredited college or university, with a minimum of four years postgraduate experience in Social Work and an LCSW certification is preferred or the equivalent in a related field.
- Minimum 3 years administrative and supervisory experience.

- Familiarity and skill in using MS Office is required.

Other Qualifications

Some local travel required.

CUSTOMER SERVICE

Displays behavior that creates a customer service culture at CJE by understanding the needs of our clients and customers and demonstrating a strong bias toward service, quality and customer satisfaction.

CJE Leadership Competencies

To perform the job successfully, managers should demonstrate the following leadership competencies:

Attracting, Assessing, & Developing Talent—Attracts, assesses, selects, and develops highly effective staff with diverse capabilities; manages current job performance as well as long-term career potential of others; provides constructive feedback, guidance, and coaching to staff; develops and implements plans for employee/leadership development and diversity; provides staff needed resources.

Team Leadership—Develops and articulates a team/department shared vision and strategy. Establishes roles and performance goals and delegates responsibility to staff members. Keeps the team focused, motivated and inspired to action. Manages interpersonal conflict and promptly addresses performance issues. Listens to team members and provides effective day-to-day communication. Builds strong teamwork and individual commitment.

Business & Marketing Acumen—Has a strong business and marketing orientation; understands the meaning and implications of key financial indicators; assesses the financial implications of decisions; evaluates business and marketing options and how strategies and tactics work in the market.

Driving Results—Assigns clear authority and accountability; directs change; monitors results using metrics and benchmarking; ensures compliance with policies and regulations; stays the course from start to finish; does not confuse effort with results; separates what is important from what is not; tackles problems directly.

Strategic & Visionary Thinking—Anticipates future trends and directional shifts in the relevant marketplace; has a clear vision for the future; foresees obstacles and opportunities; generates breakthrough ideas; constructs competitive strategies.

CJE Values

All staff should demonstrate the CJE Values in their behaviors and work practices.

Respect—We recognize, honor and acknowledge the inherent value of each person for their wisdom, their culture, their background and their unique history.

Advocacy—We encourage public policy which will benefit our clients by educating ourselves and the community. Furthermore, we give voice to our clients needs and facilitate a positive action on their behalf.

Compassion—We treat everyone with caring, sensitivity, understanding, and supportive responsiveness.

Intention—We approach our work and each task with mindful consideration as to what we are doing and why we are doing it, as individuals and as an agency.

Accountability—We are responsible individually and as an Agency for honest, accurate work and interaction with others. We plan strategically and provide measurable quality care with clear fiscal and ethical responsibility.

Innovation—We continue to advance our knowledge and strive to develop, evaluate and implement new and advanced programming and models of care to bring benefits to our clients, community and broader older adult/health care environment.

This position has responsibility for HIPAA compliance in the execution of duties as well as for assuring that subordinate department members are HIPAA trained and compliant.