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VALLEY HEALTH TEAM
LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	ECM MANAGER/COORDINATOR
REPORTS TO:	DIRECTOR OF PATIENT SERVICES
POSITIONS SUPERVISED:	LEAD CARE MANAGERS
CLASS:	REGULAR
CAT:	FULL-TIME - EXEMPT

BASIC FUNCTIONS

Responsible for implementing, and managing the Enhanced Care Management program, ensuring compliance with best practices and Agency contracts, policies and procedures. As part of the Enhanced Care Management team, the ECM Manager/Coordinator will coordinates Lead Care Managers and ensure compliance within program services as described in policy guide and with the contracted Managed Medi-Cal Plans.

DUTIES AND RESPONSIBILITIES

1. Management Duties
    - Leads and manages Lead Care Managers, caseloads to meeting organization goals and standards.
    - Assist Director of Patient services with all aspects of its initial programmatic implementation, including any needed space planning, staff recruitment, service development, community outreach and marketing
    - Ensures delivery of services in accordance with contracted guidelines and Valley Health Team mission and values
    - Oversee the assessment of patient needs and delivery of person-centered care
    - Forms a highly effective team to collaborate with healthcare providers, community partners and stakeholders to coordinate comprehensive care plans
    - Provides leadership to ECM staff ensuring that the client services meet or exceed contractual or grant performance goals
    - Develops strong community partnerships to support ECM programming and its members
    - Participates in local and state-level meetings related to ECM policies, funding, and services
    - Performs managerial duties to include interviewing applicants for employment; assigning and reviewing progress of assignments; conducting performance appraisals; recommending salary increases; and developing higher levels of expertise in staff members by encouraging further education, participation in seminars and providing learning opportunities within program and services that will support members in ECM
    - Identifies staff training needs and ensures development and implementation of programs that address needs; participates in delivering training sessions to meet the needs of staff related to clinical/program needs
    - Coaches staff in the development of their work plans, their assigned duties, responsibilities, and scope of authority
    - Attends, participates, leads and/or facilitates routinely scheduled meetings as requested or required for the program, division, or Agency
2. Program Quality, Compliance and Reporting
    - Works closely with Director of Patient Services and ensure the Research & Evaluation, Quality Improvement, and Finance and Accounting departments to comprehensively examine the long-term impact of the services and make continuous quality improvements to optimize effectiveness
    - Ensures measures are regularly collected and analyzed to assess progress and effectiveness of program
    - Coordinate completion of chart documentation, status reports and dashboards to ensure the program and staff meet or exceed required agency, grant, and applicable regulatory standards

- Ensures all administrative documentation is accurate and submitted within the established timeframe
- Maintains compliance with the various funding stream and contract requirements

MINIMUM QUALIFICATIONS

1. Bachelor's Degree from an accredited college or university; 3-4 years related experience and/or training or equivalent combination of education and experience
2. Minimum 2-3 years of experience in working knowledge of services across the age groups including mental health services, substance use services, housing and employment services, and crisis services; and, knowledge of CalAIM and ECM programs and services including partnering with Managed Care Plans (MCP)
3. Highly motivated and creative individual with lots of energy
4. Have experience in program development and implementation
5. Know and comply with Agency policies and procedures, HIPAA, Valley Health Team policies and documentation guidelines, and other state, federal regulations relating to quality assurance and improvement
6. Demonstrate effective leadership and management skills
7. Present ideas, information, and viewpoints clearly, both verbally and in writing
8. Efficiently use the personal computer including word processing, spreadsheets, and other related software programs
9. Manage employee performance consistent with defined Valley Health Team processes
10. Utilize analysis, experience, and judgment to make solid business and therapeutic decisions
11. Demonstrate commitment to team objectives and Valley Health Team philosophies
12. Adapt to changing needs by acquiring new skills and knowledge
13. Current California driver's license and a driving record acceptable to the Agency's insurance carrier
14. These requirements are typically met by a combination of education and experience that includes an advanced degree in psychology, social work, or related field including licensure with three plus years providing clinical service and supervision in a social service/mental health and/or substance abuse setting
15. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
16. Be self-motivated, independent and have the ability to prioritize work and meet deadlines
17. Must be computer literate and have working knowledge of MS Office Suite (e.g. Word, Excel, etc.)
18. Modern office practices and procedures (including email)
19. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
20. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person
21. Current Basic Life Support Card

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 60 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

_____ _____

Employee's Signature Date