

Mental Health Association in Orange County, Inc.



CARE COORDINATION PROGRAM MANAGER JOB DESCRIPTION

- I. Title:** Care Coordination Program Manager
- II. Reports to:** Managing Director
- III. Job Objectives:**
- Under the direction of the Managing Director, oversee Mental Health Association in Orange County Inc.'s (MHA) ever growing Care Management Department and ensure the success of this Program.
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange.**
- IV. Qualifications:**
- Licensed Clinical Social Worker (LCSW). Licensed Master Social Worker (LMSW) OR Licensed Mental Health Counselor (LMHC) with commensurate clinical training and experience.
 - Three years postgraduate experience preferred.
 - Two years of supervisory experience required.
 - Experience with Electronic Health Record Program(s) required.
 - Proficiency in Excel and Microsoft Word required.
 - Strong managerial experience required.
 - Bilingual Spanish/English preferred.
 - Effective written and oral communication skills, including public speaking ability and experience.
 - Experience with Health Homes highly preferred.
 - Knowledge of Medicaid procedures preferred.
 - Ability to work independently with minimal direct supervision.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.
 - Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
 - Valid NYS Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.

- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

V. Responsibilities:

- Manages Care Management Program by providing direct support and control over departmental initiatives.
- Responsible for program management, provides direct and indirect supervision of all Care Coordination program staff.
- Ensures quality and compliance with program regulations / requirements that pertain to care management.
- Evaluates new models and existing structure to ensure program growth and sustainability.
- Identifies indicators to track for quality of care and reports on improved quality of care outcomes.
- Identifies needed policies and procedures and ensures these are implemented and followed appropriately.
- Maintains and troubleshoots integration with all relevant agency departments.
- Oversees departmental reporting requirements pertaining to Health Homes, Care Management and DSRIP when necessary.
- Ensures the maintenance of all client reports electronically through GSI and Awards and that they are all in compliance with Department of Health regulatory requirements.
- Submits monthly roster, matrix reports and schedules to Managing Director and ensure accuracy of these reports.
- Submits monthly billing to Managing Director by the 15th of each month.
- Evaluates training opportunities in Care Management.
- Assigns and monitors caseloads and determines appropriate level of caseload.
- Reviews and approves all assessments, reassessments and care plans.
- Conducts weekly case record reviews to ensure quality service delivery and compliance with program standards regarding appropriateness of documentation.
- Completes introductory period reviews and annual performance reviews/evaluations for supervised staff.
- Advocates for resources.
- Attends regional Health Home meetings.
- Ensures HIPAA laws and MHA confidentiality policies are followed.
- Attend bi-weekly Care Coordination team meetings.
- Attend trainings and meetings relevant to Health Homes.
- Provide 24-hour on-call services when scheduled.
- Establish and maintain linkage with appropriate community agencies and service providers.

- Represent MHA at meetings as necessary.

VI. Other Duties:

- Answer Helpline minimally one (1) hour per week and more often as needed.
- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

VII. Terms of employment/benefits:

- Exempt.
- Forty (40) hours per week.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

**Please send letter of intent and resume to:
Kelly Czvik
Mental Health Association in Orange Co., Inc.
73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to kczyk@mhaorangenyc.com**