



Position Description

Department: Care Coordination

Position Title: Manager, Care Coordination

Reports To: Director, Care Coordination

Position Overview:

Provides clinical care coordination services to support PHPs' model of care as well as CMS's and NYSDOH's contractual managed care agreements. This qualified professional is the point person responsible for leading a care coordination team and overseeing all care coordination and care management supports and services to assigned participants. Responsibilities include, but are not limited to, assisting the member in developing, implementing, and monitoring person-centered service plans (Life Plans) using participant health risk assessments and other clinical, social, and functional information to meet members' needs and preferences. Also, responsible for serving as the lead of the participant's Interdisciplinary Team (IDT).

Duties and Responsibilities:

- Provide supervision to assigned Care Coordinators (QIDP's) as well as oversee all care management duties of assigned participants;
- Conduct participant assessments and develop person-centered Life Plans in collaboration with participants' IDTs;
- Implement, update, and monitor Life Plans and facilitate individualized Life Plan reviews and approval processes;
- Ensure integration of all needed and preferred supports and services (i.e. medical, behavioral, social, habilitation, dental, psychosocial, and community-based and facility-based long-term supports and services, etc.);
- Lead IDTs and assist in coordinating IDT and Life Plan meetings for participants;
- Communicate with IDTs, physicians, and other providers at regular intervals to monitor and update Life Plan(s);
- Provide education to participants, caregivers, circles of support, IDTs, and other stakeholders;
- Maintain participant Life Plan and health risk assessment information in secure system;
- Conduct in-person visits to participants' residences as needed;
- Provide on-call after-hours clinical coverage on a rotating basis,
- Flexibility in work schedule is required, with some evening and, or weekend hours as needed,
- Promote PHPs' mission and values;

- Utilize a person-centered approach and support participants to be as independent as possible,
- All other duties as assigned.

Fair Labor Standards Act

- Exempt

Qualifications:

- Current R.N., Social Work or Psychology license and or registration to practice in the state of New York required;
- A minimum of an Associate's Degree in a healthcare related field required, with a Bachelor's degree preferred;
- One year of work experience working with people with intellectual and developmental disabilities required;
- Knowledge of:
- Physical health, aging and loss, appropriate community support services, frequently used medications and their potential negative side-effects, depression, challenging behaviors, Alzheimer's disease and other disease-related dementias, behavioral health, and issues related to accessing and using durable medical equipment, as appropriate also required;
- Strong communication, including verbal and written communication skills, along with strong interpersonal and organizational skills also required;
- Proficiency with health-related computer applications along with a valid Driver's License also preferred, and
- Must be able to travel and adhere to PHP's travel policies.

Requirements for All Positions:

- All employees shall meet PHP's Compliance and Privacy Regulations, and attend at a minimum of one (1) hour of Compliance and Privacy educational training annually;
- All employees shall master PHP's Model of Care and complete all training requirements within the first thirty (30) days of employment and annually thereafter, or as required by state and federal regulations;
- All employees are required to maintain confidentiality, protect privacy, comply with Protected Health Information regulations, and report violations;
- Perform functions as they relate to "Improving Health Care Quality" as defined in the National Association of Insurance Commissioners Supplemental Health Care Exhibit that:
 1. Improve health outcomes;
 2. Prevent hospital readmission;
 3. Improve patient safety and reduce medical errors, and
 4. Provide wellness and health promotion activities.

Equal Opportunity Employer