



Community Health Care Manager

Community Health Care Managers are responsible for working in collaboration with local providers, community agencies, and patients (members) to coordinate care and connect with valuable resources in the community. The overall goal of the position is to improve the health of the population, improve patient (member) experience, and reduce the costs of health care. NCHA staff provide excellent customer service, improve patients (members) understanding of how to utilize local resources as well as the health care system, and rely on data to measure and enhance performance.

Knowledge / Skills / Abilities

- Cultural competence
- Strong written and verbal communications skills
- Strong customer service skills
- Multi-tasking, prioritizing, able to handle multiple priorities
- Computer skills
- Flexible in ability to work with other team members of different skills and educational backgrounds
- Knowledge of case management preferred
- Experience partnering with local and regional health and human services preferred
- Experience working with Medicaid and Medicare preferred
- Bilingual preferred
- Strong clinical skills
- Ability to work independently and complete home visits

Requirements & Qualifications

Education or Formal Training

- HS Graduate: health care experience preferred.
- LPN, MA also considered
- Bachelor's degree in communications, health, or other relevant discipline preferred, but not required

Licensure/Certifications

- Valid Colorado Driver's License is required

Working Environment Physical Activities

- Frequent contact with the public by phone and in person
- Communication skills appropriate to convey information by phone and in person
- Sitting
- Standing
- Walking
- Climbing up and down stairs
- Bending and reaching

Job Responsibilities:

- Case management and care coordination of assigned patients
- Monitors patients according to guidelines set by NCHA Policy and Procedure program guidelines
- Participates in health promotion and health education activities for patients as identified in health care plan
- Performs health needs assessments and identifies risk factors to develop health care plan
- Enters all documentation, contacts and assessments into multiple databases
- Works in conjunction with care management team and various providers to develop interventions
- Reviews all cases with supervisor on a regular basis as needed
- Attends patient appointments with providers and community resources as deemed necessary
- Assists patients in scheduling appointments, follow-up care, referrals, medication refills, etc.
- Participates in home visits, telephone contacts, office/hospital visits and other means of connecting with clients to reach identified goals
- Establishes effective collaboration, communication and coordination among all responsible parties of an individual patient's multidisciplinary health care team
- Optimizes member and family independence through education, community resources and support
- Responsible to understand, communicate and facilitate on behalf of patients any complaint, grievance and appeal process
- Performs case management functions with RN/MD oversight as appropriate

Responsibilities & Other Duties as Assigned:

- Provides other assistance as designated by Director to support the overall goals of NCHA
- Responsible for complying with NCHA Compliance Programs
- Provides input into development of policies and procedures
- Required to maintain strict confidentiality of patient records and communications.
- Meeting and training attendance
- Attends assigned trainings
- Review for appropriate cost effective care and decrease duplication of services for members
- Organize and manage projects as assigned
- Required to maintain strict confidentiality of patient records and communications
- Meeting and training attendance
- Review for appropriate cost effective care and decrease duplication of services for members
- Participation in ongoing performance improvement activities

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

The North Colorado Health Alliance was incorporated as a 501(c)(3) non-profit organization in 2002. The Alliance, based in the town of Evans in Colorado's Weld County, is a creative and strategic collaboration of partner organizations that are dedicated to cultivating the health of the communities they serve.

At the Alliance, we recognize that health does not begin or end with medical, dental, and behavioral health services. Health also depends on features of the built environment and on a variety of social determinants that make it harder for many to resist the chronic illnesses of our times. Thinking globally, the Alliance acts locally and creatively to convene, integrate, and support community partners in our common effort to make northeastern Colorado the healthiest region in the healthiest state.