



## **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 Community Health Care Manager role 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 communication skills
- Strong customer service skills
- Multi-tasking, prioritizing, and ability to handle multiple priorities while meeting deadlines
- Computer skills including MS Office
- Experience partnering with local and regional health and human service resources
- Experience working with Medicaid and Medicare
- Bilingual preferred
- Clinical skills
- Ability to work independently
- Reliable transportation and valid driver license and insurance

### **Education or Formal Training**

- HS Graduate or GED required

### **Licensure/Certifications**

- Valid Colorado Driver License and Insurance required

### **Working Environment Physical Activities**

- Frequent contact with the public 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 (members)
- Monitor members according to guidelines set by NCHA Policy and Procedure under the Care Management guidelines
- Participate in home visits, telephone contacts, office/hospital visits, and other means of connecting with members to reach identified goals
- Perform health needs assessments and identify risk factors to develop health care plan
- Assist members in scheduling appointments, follow-up care, referrals, medication refills, etc.
- Attend member appointments with providers and community resources as needed
- Participate in health promotion and health education activities for members as identified in health care plan
- Enter all documentation, contacts, and assessments into multiple databases

- Establish collaboration, communication, and coordination among all responsible parties of an individual member's multidisciplinary health care team
- Work in conjunction with various providers to develop interventions as needed
- Optimize member and family independence through education, community resources, and support
- Review appropriate cost effective care and decrease duplication of services for members
- Understand, communicate, and facilitate on behalf of patients with regard to complaints, grievances, and appeal processes
- Regular case review with supervisor
- Strict confidentiality of member records and communications

**Other Duties as Assigned:**

- Provide assistance as designated by the Director of Care Coordination to support the overall goals of NCHA
- Provide input into development of policies and procedures
- Compliance with NCHA programs overall
- Meeting and training attendance
- 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.