



Care Management Supervisor

The **Care Management Supervisor** is responsible for day-to-day oversight of Community Health Care Managers. This position is a first line leadership role and reports to the Director of Care Coordination. The **Care Management Supervisor** will lead efforts in collaboration with local providers and community agencies as well as supporting Community Health Care Managers in coordinating care for patients (members). The overall goal of the Care Management program 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

- Project Management experience
- Multi-tasking, prioritizing, and ability to handle multiple priorities while meeting deadlines
- Cultural Competence
- Strong written and verbal communication skills
- Strict Confidentiality
- Strong customer service skills
- Computer skills including Microsoft Products
- Ability to process and present data from multiple systems and in various formats
- Experience partnering with local and regional health and human service resources
- Experience working with Medicaid and Medicare
- Bilingual preferred (though not required)
- Ability to work independently
- Care Management Experience preferred
- 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:

- Daily oversight of Care Management Activities including: documentation, completion of spreadsheets, and assignment of Care Management workflows
- Community Health Care Manager oversight including: Time Cards, Scheduling, employee onboarding, staff education, performance reviews

- Coordination with Director of Care Coordination and Human Resources regarding sensitive employee issues
- Data Collection
- Metric reports per RCCO (RAE) contracts
- Collaboration with Community Impact Coordinator and Data Analyst on Thriving Weld dashboard reporting and Community Health Care Manager spreadsheets
- Preparation for and presentation of required audits for RCCOs (RAEs) and HCPF
- Ongoing Case Reviews with Community Health Care Managers
- Targeted outreach and relationship building with community partners and other resources as assigned
- Coverage for other supervisors as needed
- Review appropriate cost effective practices for the Care Management program
- Strict confidentiality of staff 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.