**Community Health Care Manager**

**Community Health Care Managers** are responsible for working in collaboration with local providers, community agencies, and 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 member experience, and reduce the costs of health care. NCHA staff provide excellent customer service, improve 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

* Critical Thinking Skills
* Quick decision-making skills
* Ability to work in stressful situations such as working with individuals with severe and persistent mental health issues
* Ability to maintain non-reactive and calm when engaging with individuals who may or may not be intoxicated, belligerent, or have a background of abuse and trauma
* Awareness of personal mental health and stability
* Strong verbal communication skills (both over the phone and in person)
* Strong customer service skills
* Ability to work independently and in a fast-paced environment and follow through on assignments with minimal direction
* Adjust priorities quickly as circumstances and needs dictate
* Perform with frequent interruptions and/or distractions as a result of walk-ins, member needs, supervisor requests, etc.
* Ability to utilize positive problem solving in difficult situations and take action when answers to a problem are not readily apparent in vague circumstances
* Multi-tasking, prioritizing, and ability to handle multiple priorities while meeting deadlines
* Ability to adjust and adapt to changing environments and perform effectively under conditions of fluctuating workloads
* Computer skills including the navigation of multiple Electronic Medical Record systems, state administered data collection systems, and other programs as needed or requested
* Computer skills including navigation of Microsoft Office-
	+ able to open, navigate, and respond to e-mails in Microsoft Outlook
	+ able to open, navigate, input data, and perform other basic functions in Microsoft Excel
	+ able to open, navigate, edit, and perform other basic functions in Microsoft Word
	+ ability to type 30 WPM (minimum)
* Basic and business writing skills that are logical, concise, and grammatically correct
* Interpreting Data
* Experience partnering with local and regional health and human service resources
* Experience working with Medicaid and Medicare
* Clinical skills including effectively engaging with multicultural populations and a variety of medical, behavioral health, criminal, substance use, and homelessness issues
* Strict Confidentiality
* Reliable transportation
* Bilingual preferred (not required)

**Education or Formal Training**

* HS Graduate or GED required

**Licensure/Certifications**

* Valid Colorado Driver License and Insurance required

**Work Environment Physical Requirements**

* Frequent contact with the public by phone and in person (often in a clinical setting)
* Sitting for periods of time while utilizing a PC or laptop
* Standing for periods of time on uneven ground at times
* Walking for periods of time on uneven ground at times
* Climbing up and down stairs
* Bending and reaching
* Lifting up to 30 pounds
* May be exposed to weather elements such as heat, rain, snow, etc. during member engagements
* Work in confined spaces within proximity to other staff, noise, and discussions
* Vision for computer work and driving
* Hearing for telephone work and driving

**Job Responsibilities/ Essential Functions:**

* Case Management and Care Coordination of assigned 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 needs assessments and identify risk factors to develop person centered care plans
* 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 their health care plan
* Establish collaboration, communication, and coordination among all responsible parties of an individual member’s multidisciplinary health care team and maintain routine correspondences
* Work in conjunction with various providers to develop interventions as needed
* Optimize member and family self-management through education, community resources, and support
* Review appropriate cost-effective care and decrease duplication of services for members
* Enter all documentation, contacts, and assessments into multiple databases
* Timely responsiveness to emails, calls, and requests with a reply indicating understanding
* Review appropriate cost-effective care and decrease duplication of services for members
* Understand, communicate, and facilitate member’s complaints, grievances, and appeal processes
* Regular case review with supervisor
* Strict confidentiality of member records and communications following HIPAA Law
* Personal accountability for training and education comprehension and implementation

**Other Duties as Assigned:**

* Provide assistance as designated by Care Management leadership to support the overall goals of NCHA
* Provide input into development of policies and procedures and be accountable for adhering to them
* Compliance with all NCHA programs to exercise due diligence to prevent, detect, and report unlawful or unethical conduct by fellow co-workers, professional affiliates, and/ or agents
* Participation in ongoing performance improvement activities
* Meeting and training attendance
* Provide oversight to students or guests wanting to learn about care management
* Other duties as needed to meet demands of the organization (may include flexing or changing job location)

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.