



Job Code: 1297
Grade: 24
HCWR: N

Job Title

Senior Director of Long-Term Services and Support

Department

Health Plan Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Senior Director of Long-Term Services and Supports (LTSS) leads the LTSS programming and staff for Medicaid Managed Care Plan product lines, including HealthChoice and Managed LTSS, Medicare Medicaid Alignment Initiative, and other product lines. Develops, implements, and promotes cost-effective LTSS to maximize the quality of life and opportunities for independence in the community for our members. The position is responsible for ensuring that CountyCare, its delegated vendors and its providers meet LTSS performance standards and requirements set by the Centers for Medicare and Medicaid Services (CMS), the National Committee on Quality Assurance (NCQA), the Illinois Department of Healthcare and Family Services (HFS). Maintains relationships with regulatory/community agencies, providers, and partners to achieve a cohesive, member focused LTSS and Managed LTSS program.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Develops the goals for the LTSS program and alignment with the strategic plan for the health plan and CCH
- Leads the development of LTSS programming and workforce to support the achievement of departmental goals, objectives, and strategic priorities
- Presents LTSS performance data, results and strategies to diverse audiences of internal and external stakeholders to advance understanding of health plan LTSS goals and impact
- Ensures continuous improvement toward LTSS program goals, through contributions across the organization and delegated vendors to achieve of targets
- Oversees, approves, and ensures the care management software solution meets LTSS program requirements, manages staff productivity, and reporting
- Accesses and approves tools for monitoring and evaluating performance objectives, continuous quality improvement, and compliance for LTSS for the health plan team and delegated vendors
- Manages and resolves LTSS care coordination and LTSS operations issues and is accountable for performance management and outcomes
- Leads the LTSS Program in meeting NCQA and other accreditation requirements as well as State, Federal and other regularly requirements, and are consistent with Managed care policies
- Represents CountyCare and cultivate productive and innovative collaborations with leadership of provider organizations, State agencies, and community partners as well as internal health plan and CCH stakeholders
- Represents CCH and Health Plan Services in public forums and meetings such as the CCH Leadership Meetings, HFS, Collective Bargaining Unions, various regulatory and quality organizations
- Performs other related duties as assigned

Minimum Qualifications

- Bachelor's degree or higher from an accredited college or university
- Seven (7) years of experience in Long-Term Services and Supports and of Home and Community Based Waiver Services
- Five (5) years of management and/or director experience in social services and/or healthcare environment



Minimum Qualifications

- Three (3) years of Managed Care experience in Medicaid or Medicare

Preferred Qualifications

- Licensed as a Clinical Professional in the State of Illinois
- Master's Degree from an accredited college or university
- Prior experience in a leadership role within a Medicaid or Medicare Health Plan
- Experience with IL State agencies of Aging, Dept of Rehabilitative Services (DRS) or Medicaid
- Experience in Long-term Care

Knowledge, Skills, Abilities and Other Characteristics

- Comprehensive knowledge of Medicaid, Medicare and regulatory framework for health care and health plans
- Knowledge of care management and LTSS programs, services, and regulations
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)
- Excellent verbal, written communication, and interpersonal skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, decision-making, critical thinking, and conflict management/resolution skills
- Ability to achieve results on both strategic and operational level
- Ability to prioritize, plan, and organize projects and tasks
- Ability to lead and manage change through the use of negotiating, collaborating, and influencing

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.