

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6652
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title
Home/Community Based Waiver Services
Manager

Department
Integrated Care

Job Summary

The Home/Community Based Waiver Services (HCBS) Manager is responsible for assuring services provided to eligible members are provided by staff in a manner that is consistent with best practice, state requirements and patient preference. The manager accomplishes this through supervision and management of a team dedicated to patients receiving HCBS who are thoroughly versed in program requirements.

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

General Management Duties & 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 meeting

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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

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

Management

- Contribute to the management of CCHHS staff and CHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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

- Provides day-to-day oversight of case manager activities to support timely and effective care management process and person-centered care
- Directs supervision of interdisciplinary care team staff
- Tracks changes in State requirements for program operations and implements systems to adhere accordingly
- Prepares reports as directed; Uses reports, program data, case reviews etc., to ensure achievement of program metrics, continuous performance improvement or initiates corrective plans to bring activities into alignment
- Reviews and assesses literature to assure best practices are being incorporated into care coordination activities and program evaluation
- Supports review of case work through rounds, case presentations and quality assurance activities involving multidisciplinary care providers
- Supports the development/assessment of and ongoing relationships with network providers and community resources for HCBS participants
- Promotes HCBS services through training staff and providers and developing referral systems and resources
- Ensures member and staff safety through effective systems for reporting and acts on critical incidents
- Maintains effective relationships with State agencies involved in HCBS
- Develops and revises program policies and procedures
- Must be able to travel throughout Cook County

Reporting Relationships

Reports to the Director of Ambulatory Care Coordination

Minimum Qualifications

- ✓ Bachelor's degree in a human services related field
- ✓ Licensure in the State of Illinois as any of the following: Registered Nurse (RN), License Social Worker (LSW) Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Professional Counselor (LCPC), Licensed Professional Counselor (LPC)
- ✓ Five (5) years of experience with care coordination, discharge planning and/or behavioral health care
- ✓ Two (2) years of managed care experience
- ✓ Two (2) years of management or supervisory experience
- One (1) year of experience with 1915(c) HCBS waivers
- Must be able to travel throughout Cook County

Preferred Qualifications

- Master's degree prepared in human services related field
- Certified Case Manager (CCM)

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of integrated health care and care management
- Thorough knowledge and understanding of the Health Insurance Portability and Accountability Act (HIPAA) to ensure the protection of the confidentiality and security of healthcare information for all patients

Knowledge, Skills, Abilities and Other Characteristics continued

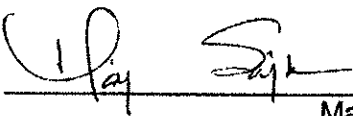
- Excellent verbal and written communication skills
- Excellent problem solving skills
- Ability to translate rules and regulations to operational policy
- Works independently
- Strong interpersonal and management skills
- Ability to communicate complicated program requirements to audience
- Cultural competence in providing services to diverse populations in community settings
- Ability to travel throughout Cook County

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.

Approval:  _____ 08 01 2016
Mary Sajdak Date
Senior Director of Integrated Care Management

Approval: _____
Gladys Lopez Date
Chief of Human Resources