



Job Code: 9088
Grade: 24
HCWR: N

Job Title

Director of Care Coordination and Complex Care Management

Department

Health Plan Services

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

Job Summary

The Director of Care Coordination and Complex Care Management is responsible for the planning, organization, staffing and implementation of Care Coordination and Complex Care Management Services for Health Plan enrolled populations. Leads and inspires a team of clinical and non-clinical staff to support health plan members of all risk levels and needs. This position will be responsible for supporting the achievement of service and quality goals required by regulatory and accreditation organizations. Oversees the day-to-day care coordination activities to ensure contractual requirements are met, compliant, and of high quality. Assures the appropriateness and effectiveness of care coordination

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

- Determines approaches to excel in performance, set goals, create and implement action plans and evaluate outcomes.
- Provides oversight for the care coordination program development and design; measures outcomes to ensure they meet all contractual requirements and accreditation standards that are consistent with care coordination best practices and reflects the needs of the Enrollee population.
- Manages the program to achieve outcomes within budgetary parameters and available resources.
- Participation in audit processes ranging from lead to participant. Supports and monitors the Manager of Complex Care Coordination to administer care coordination in an appropriate and effective manner.
- Monitors compliance with regulations including State and Federal guidelines ensuring implementation of regulatory changes.
- Supports the achievement of milestones and targets for care coordination that are outlined in the organization's strategic plan as described in quality and clinical initiatives.
- Ensures meaningful use of data sources to support decision making, program planning and care coordination evaluation.
- Identifies and implements best practices through expert panels and literature, industry standards, external audit findings and reviews to support efficient resource utilization and community resources.
- Works to achieve and/or maintain National Committee for Quality Assurance (NCQA) accreditation for Cook County Health (CCH) care coordination activities.
- Prepares annual summary of program achievements and plans for upcoming year.
- Develops policies and workflows to adhere with all relevant regulatory and program requirements and ensure health, safety and welfare
- Develops onboarding and ongoing training strategies and methods to develop staff skills, ensure mandated training requirements, and achieve program goals.
- Oversees an effective and culturally competent field-based model of care coordination that meets or exceeds all relevant standards of care
- Supports effective problem solving and dispute resolution.
- Designs, analyzes, and presents reports and findings to facilitate effective operations and represent the health plan in internal and external forums.



Typical Duties

- Supports managed care organization (MCO) contractual requirements such as care gap closures, transitions of care for active care coordination cases, and specialized population health programs. as appropriate.
- Serves as a representative of the Health Plan and CCH representative to work with external entities such as community groups, other payers and stakeholders.
- Collaborates with CCH leadership and provider groups staff to ensure integration and coordination of care as well as departmental/organizational goals.
- Performs other duties as assigned

Minimum Qualifications

- Licensed as a Registered Professional Nurse, Licensed Clinical Social Worker, Licensed Social Worker, Licensed Clinical Professional Counselor or Licensed Professional Counselor . Master's degree in Nursing, Public Health, Business Administration, or Health Care focus from an accredited college or university
- Five (5) years of management work experience
- Two (2) years of care coordination experience in a managed care plan or for a managed care population
- Position may require moderate travel for which the employee must have a valid driver's license/insured vehicle or other equivalent means of transportation for work

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- In-depth knowledge of publicly funded programs such as Medicaid, Medicare and accreditation standards.
- Knowledge of SharePoint software.
- Knowledge of Microsoft Office.
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Ability to successfully manage a budget, achieve goals and present data to support effective operations.
- Ability to assist teams to respond positively to change.

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.