



**Job Code:** 9571

**Grade:** 22

**HCWR:** N

**Job Title**

Informatics Manager

**Department**

Managed Care - Clinical Services

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

**Job Summary**

The Informatic Manager of CountyCare Operations will be responsible for the successful delivery of the member incentive program and other strategic programs to support CountyCare membership. Identifying and applying informatics methods to make decisions, create innovative solutions or improve current practices in health policy, clinical practice, security, and biomedical and health information systems.

**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

*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**

- Providing program consultation, guidance, and assistance and is responsible for carrying out and promoting significant public health grants management and related activities in Federal, local, state, settings with relative independence
- Understand the program/client/policy needs and requirements to act as a trusted advisor to clients
- Serve as client's architect and expert for planning, communications, and implementation of program outreach initiatives
- Analyze requirements and engage in a collaborative review with the client to affirm assumptions, timelines, and deliverables and manage outcomes based on project management and consulting best practices
- Maintain awareness current policy and regulations and proactively identify downstream impacts and solutions
- Draft and update policy and operational documentation including Standard Operating Procedures (SOPs), develop White Papers and other documentation as needed
- Developing and/or recommending strategies
- Mining data to develop and automate dashboards to track protocol efficacy and business performance using services such as SQL and Microsoft reporting
- Generate standard ad hoc reports and present findings to management
- Additional responsibilities include supporting the identification, analysis and interpretation of trends and patterns in data sets to help determine clinical priorities and initiatives and to measure the effectiveness of these initiatives
- Utilize standard methodology and statistical tools to analyze, manipulate, and interpret large sets of customers, client, and/or provider claims, eligibility, utilization and/ or quality data
- Work within a team of programmers, database administrators, statisticians, clinical and data scientists to facilitate Electronic Health Record and research phenotypic data extraction, transformation, ingestion and analysis from multiple health system and research partners
- Areas of Emphasis: Programming and report development, data display, ad hoc analysis, reporting and consultation
- Predictive modeling for product recommendations and to improve performance
- Other duties as assigned

**Minimum Qualifications**

- Bachelor's degree from an accredited college or university
- Two (2) years program management experience
- Two (2) years of experience working in a Managed Care Organization (Medicaid or Medicare)
- Intermediate proficiency with Microsoft Outlook, Word, Excel, and PowerPoint.
- Strong experience and proficiency using SharePoint
- Proficient experience with quantitative analysis and evaluation methods

**Preferred Qualifications**

- Master's degree from an accredited college or university
- One (1) year of project management experience



**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge and proficiency using database programs, Excel, Word, PowerPoint and Outlook
- Excellent written and verbal communication skills
- Strong leadership capability, problem solving and organizational skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Advanced Ability to work in a matrixed environment
- Advanced demonstrated interpersonal skills
- Advanced other demonstrated program management skill
- Strong facilitation and presentation skills

**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.**