



### **Position Summary**

**Department:** Care Coordination  
**Position Title:** Manager, Care Coordination  
**Reports To:** Director, Care Coordination  
**Date:** April 23, 2019

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### **Position Overview:**

Provides clinical care coordination services to support PHPs' model of care as well as CMS's and NYSDOH's contractual managed care agreements. This qualified professional is the point person responsible for leading a care coordination team and overseeing all care coordination and care management supports and services to assigned participants. Responsibilities include, but are not limited to, assisting the member in developing, implementing, and monitoring person-centered service plans (Life Plans) using participant health risk assessments and other clinical, social, and functional information to meet members' needs and preferences. Also, responsible for serving as the lead of the participant's Interdisciplinary Team (IDT).

### **Duties and Responsibilities:**

- Provide supervision to assigned Care Coordinators (QIDP's) as well as oversee all care management duties of assigned participants;
- Conduct participant assessments and develop person-centered Life Plans in collaboration with participants' IDTs;
- Implement, update, and monitor Life Plans and facilitate individualized Life Plan reviews and approval processes;
- Ensure integration of all needed and preferred supports and services (i.e. medical, behavioral, social, habilitation, dental, psychosocial, and community-based and facility-based long-term supports and services, etc.);
- Lead IDTs and assist in coordinating IDT and Life Plan meetings for participants;
- Communicate with IDTs, physicians, and other providers at regular intervals to monitor and update Life Plan(s);
- Provide education to participants, caregivers, circles of support, IDTs, and other stakeholders;
- Maintain participant Life Plan and health risk assessment information in secure system;



PARTNERS  
HEALTH PLAN

- Conduct in-person visits to participants' residences as needed;
- Provide on-call after-hours clinical coverage on a rotating basis,
- Flexibility in work schedule is required, with some evening and, or weekend hours as needed,
- Promote PHPs' mission and values;
- Utilize a person-centered approach and support participants to be as independent as possible, and
- All other duties as assigned.

**Qualifications:**

- Current license and, or applicable registration as a Registered Nurse, Social Worker, Mental Health Counselor or Psychologist to practice in the State of New York required;
- Associate's Degree in a Healthcare, or Human Service related field required, with a Bachelor's Degree preferred;
- Minimum of 1+ years' work experience working with people with intellectual and, or developmental disabilities;
- Knowledge of:
- Physical health, aging and loss, appropriate community support services, frequently used medications and their potential negative side-effects, depression, challenging behaviors, Alzheimer's disease and other disease-related dementias, behavioral health, and issues related to accessing and using durable medical equipment, as appropriate also required;
- Strong communication skills including verbal and written communication skills, along with strong interpersonal and organizational skills also required;
- Proficiency with health-related computer applications;
- Valid Driver's License to travel within NYS preferred, and
- Must be able to travel and adhere to PHP's travel policies.

**Equal Opportunity Employer**