



Valley Community Healthcare

JOB ANNOUNCEMENT

We are seeking a **Full-Time Care Coordination Supervisor** to join our dedicated team.

Position: Care Coordination Supervisor
Reports To: Director of Quality Improvement
Hours: Full Time (40 hours)
FLSA Status: Non-Exempt

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume and cover letter to our Human Resources Department at hr@vchcare.org for consideration.

Position Summary:

The Care Coordination Supervisor (CCS) functions as a member of the clinical team and supervises care coordination staff in the provision of services to Valley Community Healthcare (VCH) patients. Utilizing VCH's Patient Centered Medical Home protocols, the CCS will engage with patients over the phone and in-person while working with clinic care teams to enhance patient centered care. The CCS works as an integrated member of the interdisciplinary clinic team to communicate patients' needs and care plans to the team members. The CCS also helps patients navigate across the continuum of health care, including services received outside of VCH. The CCS must have an understanding of HEDIS, STARS, and UDS quality measures and is accountable for improvement on measures that the Director of QI and CMO determine to be priorities for the organization.

Essential Functions:

Updated 08/24/2020

1. Staff Supervision

- Provides direct and indirect supervision for care coordination staff (Clinical Care Coordinators (CCCs) and Patient Navigators), ensuring that appropriate recruitment, training, supervision, and performance occur and by demonstrating and setting high standards of behavior, performance, quality, credibility, and integrity.
- In conjunction with Director of QI, assesses, monitors, and evaluates the activities of care coordination and provides coaching and conducts disciplinary actions when needed.
- In conjunction with Director of QI, effectively executes new staff orientation, ongoing training, and professional development of new and current care coordination staff.
- Collaborates with Director of QI to establish SMART goals for care coordination staff and develop organizational structure for activities in order to achieve established goals.
- Responsible for planning schedules, timekeeping, and managing time off requests for care coordination staff.

2. Patient services

- Advocates on behalf of members with health care professionals.
- Uses motivational interviewing and trauma-informed care practices.
- Engages eligible patients in clinic services.
- Provides health promotion and self-management training.
- Arranges transportation and interpreter services for patients.
- Obtains patient records and reports from outside specialists, diagnostic testing centers, and hospitals/ERs.
- Ensures appropriate ER/hospital follow up.
- Promotes prevention and self-care strategies.
- Selects and recommends appropriate educational materials.
- Assists with translation for staff when necessary.
- Outreaches to patients who have missed preventative services (well child exams, immunizations, cervical, breast, and colorectal cancer screenings, etc.).
- Coordinates appointments with health care providers to ensure timely delivery of diagnostic, treatment and wellness exams.
- Alerts care teams to preventive screenings due.
- Assists with patient appointment reminders, missed appointment follow up and patient rescheduling.
- Ensures proper documentation in the EMR of tests performed by VCH and elsewhere.
- Provides and promotes culturally appropriate interventions.
- Provides EMR portal assistance.
- Performs appropriate documentation to maintain the standards set by VCH.
- Communicates information effectively both verbally and in writing.
- Maintains confidentiality and complies with HIPAA and compliance mandates at all times.
- Collaborates with providers and care team staff to identify and monitor appropriate patients for care management.

- Participates in development of patients' goals and care plans, as well as makes revisions to these based on changes in patient status.
- Performs other duties as assigned by Supervisor.

3. Administrative

- Participates in multi-disciplinary care teams related to care coordination.
- Collaborates with clinical leadership team and care coordination staff to develop and implement protocols and workflows for ER/hospital follow up, transitions of care, and preventive care outreach, screening, tracking, and follow up.
- Collects and prepares reports and documentation as needed for planning and quality assurance.
- Participates in health center and department quality improvement activities.
- Organizes workload to complete responsibilities in an appropriate and timely manner.
- Attends and participates in meetings, committees, and training sessions as directed by Supervisor.
- Performs miscellaneous job-related duties as assigned.

4. Communication

- Creates and maintains effective interpersonal relationships with all employees; keeps employees informed of changes which may affect the work environment.
- Communicates effectively with all levels of staff throughout the clinic by consistently utilizing and facilitating effective strategies to encourage collaborative problem solving and decision making.
- Trouble shoots difficult problems or situations and takes independent action to resolve them.
- Through teamwork and accountability exhibits behaviors and attitudes of courtesy and respect for all staff at the clinic in accordance with its mission and values.
- Establishes and maintains effective and positive working relationships with representatives of outside agencies, government entities, vendors, as well as other clinical staff, volunteers, and staff; represents the clinic site when appropriate.
- Ensures patient confidentiality and demonstrates complete discretion when discussing patient information.

Minimum Qualifications:

These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the candidate must have:

- High School Diploma or GED; bachelor's degree preferred.
- At least 2 years of care coordination/case management experience.
- Basic understanding of health risk factors, prevention techniques and healthy lifestyles.
- Ability to apply critical thinking and problem solving skills.
- Knowledge of basic public health principles, managed care, health care delivery system and community served.
- Bilingual (Spanish/English) ability to communicate effectively orally and in writing.
- Ability to tailor information to the appropriate level of health literacy.

- Good interpersonal skills with ability to work within a team, demonstrating initiative, follow through and accountability.
- Must demonstrate integrity, sound judgement and leadership skills.
- Knowledge of PC applications required.
- Experience in working with patients and staff from diverse socio-economic, ethnic and cultural backgrounds.
- Current and valid California Driver's License with current car insurance.
- Experience in a Federally Qualified Health Center and/or an NCQA recognized Patient Centered Medical Home is preferred.
- Exhibits a high level of professionalism.
- Ability to perform clinical duties within established guidelines in an organized, efficient manner.
- Ability to relate and communicate well to all cultural and ethnic groups in the community.
- Ability to complete and maintain records in accordance with procedures utilizing an electronic health record system.
- General computer skills in Microsoft Office programs (Word, Excel, etc.) and patient medical record system.

Physical Demands:

- Ability to perform assessments and treatment plans for patients.
- Perform duties requiring a full range of body motion including handling and lifting patients.

Environment:

Risk of exposure to infectious disease.

***Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.