



6TH STREET HEALTH CENTER
 593 West 6th Street
 San Pedro, CA 90731
 310.547.0202

BEACON STREET HEALTH CENTER
 731 S. Beacon Street
 San Pedro, CA 90731
 310.547.0202

PACIFIC AVENUE HEALTH CENTER
 425 S. Pacific Avenue
 San Pedro, CA 90731
 310.547.0202

POSITION DESCRIPTION

Date: 12/28/2023	Please check one: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised
Care Coordination Manager	Pay Rate/Grade: \$75k - \$90k
Reports to: Chief Operations Officer	FLSA/ Work Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Salaried <input type="checkbox"/> Hourly
Direct reports: Patient Care Coordinators, Referral Coordinators	
Schedule: Monday – Friday 8AM – 5PM	

Love what you do and do what you love.... Harbor Community Health Centers is seeking a Care Coordination Manager to join our team. HarborCHC is a trusted provider of state-of-the-art health services for men, women, and children throughout San Pedro, CA, and the surrounding Los Angeles and South Bay areas. Our mission is to provide quality, comprehensive healthcare, and supportive services to those in our community, regardless of their ability to pay.

Founded more than 50 years ago on the belief that every person of every age and income level should have access to the best healthcare options available, Harbor Community Health Centers is dedicated to providing cutting-edge healthcare services for residents of the San Pedro area, including preventive options like routine, school and sports physicals, immunizations, OB/GYN care, and health screenings, as well as treatment of both acute and chronic illnesses and diseases. Begun as the “storefront” Harbor Free Clinic in 1970, today the clinic features two locations in San Pedro – a general care clinic and a location dedicated to pediatrics.

JOB SUMMARY

Under the direction of the Chief Operating officer, the Care Coordination Manager will be responsible for the operations and overall quality of care coordination services at HarborCHC. This includes staff selection and training, oversight of chart documentation and care management plans, and ensuring the financial sustainability of the department. The Manager will also act as the program manager and principle point of contact for the Enhanced Care Management (ECM) Program.

EXPECTATIONS

- Adheres to all HarborCHC’s policies and procedures
- Conducts self in a manner that represents HarborCHC’s core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about departmental and HarborCHC concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

MISSION VISION AND VALUES

Our mission is to provide low cost, comprehensive high quality health care and supportive services to those in our community who do not have access to medical care.

Our vision is "Improving the Health and Well Being of our Community"

Our Core Values consist of Integrity, Compassion, Excellence, and Diversity, Equity, & Inclusion.

Employees must possess a strong commitment to the mission, policies, goals and philosophy of Harbor Community Clinic.

ESSENTIAL DUTIES & RESPONSIBILITIES

Care Coordination Oversight

- Work with the Quality Assurance/ Quality Improvement Department to utilize care coordination services for better patient care.
- Ensure care coordination policies and procedures are up to date, reflect actual workflows, and meet ECM, HRSA, FTCA, and PCMH requirements.
- Monitor care coordination activities against established benchmarks and performance indicators.
- Review random sample of case notes on a weekly basis, both for patients enrolled in ECM and not enrolled in ECM; ensure all have up to date clinical documentation and care coordinators are “closing the loop”.

Program Management

- Provide administrative oversight of ECM contracts with health plans to ensure successful implementation of ECM program, achievement of program performance measures and evaluation of services provided.
- Serve as the primary contact for all ECM program matters including responding to managed care plans and outside partners and collaborating with other programs.
- Perform regular internal audits and prepare for any external auditing that may occur.
- Review, submit and authorize all ECM program and contract reports.
- Create, receive and manage Targeted Engagement List to ensure accurate, timely tracking of all outreach activities to satisfy funder outcomes and program goals.
- Monitor ECM program implementation and outcomes against established program goals and make programmatic changes as needed.
- Work with Finance Department to monitor ECM program budgets as compared to actuals; recommend and/or implement staffing changes to ensure fiscal sustainability.
- Facilitate monthly meetings with our contracted MCPs and disseminate appropriate guidelines to PCC staff as changes occur.

Staff Supervision/ Development

- Provide direct supervision to all staff in care coordination department, including Patient Care Coordinators, Referral Coordinators and Referral Specialists in all environments, including when performing care coordination activities in off-site environments.
- Provide weekly supervision meetings with staff; provide regular and appropriate feedback including trainings, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations.
- Plan and schedule ongoing workload assignments and adjust caseloads, taking into consideration variables such as patient acuity, housing status, enrollment in ECM program, staff tenure, etc.
- Facilitate case consultation meetings with patients’ multi-disciplinary care teams.
- Conduct regular monitoring of patient case notes to ensure program compliance, provide feedback to PCCs and care teams.
- Perform and undertake such other duties and responsibilities as are requested of you by your Manager/Supervisor.

EDUCATION AND EXPERIENCE

These specifications 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 incumbent must have, at a minimum:

- Bachelor's degree in Healthcare Administration, Public Health, Nursing, Behavioral Health, Social Science or a related field
- 5 years of professional outpatient medical, community health service delivery, behavioral practice

management, or relevant experience, including supervisory responsibility or an equivalent combination of education and experience.

- Bilingual in English and Spanish
- Valid CA Driver's License
- COVID-19 vaccination

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of community-based service delivery to at risk populations
- Working knowledge of the principles and practices of program and project management
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint, Adobe Acrobat, and database software
- Some knowledge of electronic medical record systems
- Ability to train, mentor, supervise, and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to organize and prioritize the work of others, delegate effectively, and follow up on work assignments
- Ability to analyze, interpret and apply legal, regulatory and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to manage the development and implementation of policies, procedures, and workflows
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and offer recommendations and potential consequences, and mitigate risk
- Ability to develop training materials and conduct training
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

Hours: HarborCHC is open Monday – Thursday 8am-6pm, and Friday 8am-5pm. This is a fulltime, exempt position. Specific hours flexible depending on operational needs.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

HarborCHC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HarborCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

DISCLAIMER

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. HarborCHC is an at-will employer.

In addition, HarborCHC may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.

Employee Name

Date

Employee Signature